



Qualification Guidance Document

BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)

England – 601/6243/0

About Us

At BIIAB Qualifications Limited we continually invest in high quality qualifications, assessments and services for our chosen sectors. As a UK leading sector specialist, we continue to support employers and skills providers to enable individuals to achieve the skills and knowledge needed to raise professional standards across our sectors.

BIIAB Qualifications Limited have an on-line registration system to help customers register learners on its qualifications, units and exams. In addition, it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password: [Skills and Education Group Awards Secure Login](#)

Sources of Additional Information

The [BIIAB Qualifications Limited](#) website provides access to a wide variety of information.

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Specification Code

The specification code is C3360-02.

Issue	Date	Details of change
2.1	March 2023	Reformatted into new branding
2.2	July 2025	Revised review date

2.3	August 2026	Updated to new company branding
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This guide should be read in conjunction with the Indicative Content document which is available on our secure website using the link above.

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This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Qualification Summary

BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)								
Qualification Purpose	To confirm the learner's competence in Hospitality and Catering Principles (Hospitality Services).							
Age Range	Pre 16		16-18	✓	18+		19+	✓
Regulation	The above qualification is regulated by: > Ofqual > CCEA Regulation							
Assessment	> Multiple Choice Examination > Practical Demonstration/ Assignment > Portfolio of Evidence							
Type of Funding Available	See FaLA (Find a Learning Aim)							
Grading	Pass/Fail To achieve a Pass grade, learners must achieve all the Learning Outcomes and Assessment Criteria in all the units completed							
Operational Start Date	01/07/2015							
Review Date	31/07/2026							
Operational End Date								
Certification End Date								
Guided Learning (GL)	105 hours							
Total Qualification Time (TQT)	150 hours							
Credit Value	15							
BIIAB Qualifications Limited Sector	Hospitality and Catering							
Regulator Sector	07.4 Hospitality and Catering							
Support from Trade Associations								

Introduction

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)	601/6243/0

Pre-requisites

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

BIIAB Qualifications Limited expects approved centres to recruit with integrity on the basis of a trainee's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

Qualification Structure and Rules of Combination

Rules of Combination: BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)

To achieve the BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services), learners **must** gain a **total of 15** credits. This **must** consist of:

- > Mandatory Group A **minimum** credits: **7**
- > Optional Group B **minimum** credit: **6**
- > Optional Group B or C **minimum** credit: **2**

This qualification has been developed based upon industry feedback as to the fundamental knowledge required to work in the sector at this level.

Listed below are the qualification units.

Unit Title	Unit Number	Level	Credit Value	GL
Mandatory Group A Minimum Credit Target – 7				
Safe, Hygienic and Secure Working Environments in Hospitality	R/600/0615 H1	1	2	16
Effective Teamwork	Y/600/0616 ET	1	2	19
Giving Customers a Positive Impression	D/600/0617 GCPI	2	2	18
Principles of Customer Service in Hospitality Leisure Travel and Tourism	T/600/1059 PCS	2	1	10

Unit Title	Unit Number	Level	Credit Value	GL
Optional Group B Minimum Credit Target – 6				
Food Safety in Catering	H/502/0132 FSC	2	1	9
Preparation and Clearing of Service Areas	F/600/0626 FDS1	2	3	26
Service of Food at Table	T/600/0624 FS3	2	1	10
Service of Alcoholic and Non-Alcoholic Drinks	J/600/0627 DS5	2	1	10
Cleaning and Servicing of Hospitality Areas	L/600/0631 2HK11	2	2	16
Chemicals and Equipment used for Cleaning in the Hospitality Industry	R/600/0629 2HK12	2	2	15
Maintain Housekeeping Supplies	J/600/1082 2HK13	2	1	10
Provide a Linen Service	M/600/1092 2HK16	2	1	10
Arrival of Customers	D/600/0620 2FOH12	2	1	7
Dealing with Bookings	F/600/1078 2FOH13	2	1	10
Departure of Customers	H/600/0621 2FOH14	2	1	7

Handle Mail and Book External Services	A/600/1080 2FOH18	2	1	10
Dealing with Payments	L/600/1133 H2	2	1	9
Principles of Providing a Silver Service	A/502/8298 FS1	2	1	8
Principles of Resolving Customer Service Problems	A/502/8317 H5	2	2	10
Principles of Preparing and Serving Hot Drinks Using Specialist Equipment	D/502/8309 DS4	2	2	10
Principles of Storing and Retrieving Information	D/502/8312 2FOH20	2	2	10
Principles of Producing basic pasta dishes	F/502/8285 PP1	2	2	5
Principles of Producing basic vegetable dishes	H/502/8294 PPBVD	2	1	9
Principles of Completing Kitchen Documentation	H/502/8313 PCKD	2	1	7
Principles of Preparing and Serving Dispensed and Instant Hot Drinks	H/502/8327 DS3	2	1	6
Principles of Cleaning Drink Dispense Lines	J/502/8319 CELLAR2	2	2	12
Principles of Producing basic fish dishes	K/502/8281 PPBFD	2	1	9
Principles of Maintaining Customer Service Through Effective Handover	K/502/8314 H4	2	2	15
Principles of Preparing and Serving Wines	M/502/8265 DS2	2	2	15
Principles of Providing a Buffet and Carvery Service	M/502/8296 PPBCS	2	1	6
Principles of Cleaning and Protecting Floors, Carpets and Soft Furnishings	M/502/8301 2HK14	2	2	12
Principles of Receiving, Storing and Issuing Drinks Stocks	M/502/8315 DS6	2	1	6

Principles of Preparing and Clearing Areas for Table Service	R/502/8260 FDS2	2	2	15
Principles of Producing basic rice, pulse and grain dishes	R/502/8291 PP7	2	1	8
Principles of Maintaining Cellars and Kegs	R/502/8307 CELLAR1	2	2	12
Principles of setting up and closing the kitchen	T/502/8316 PSCK	2	1	7
Principles of Preparing and Serving Cocktails	Y/502/8308 DS1	2	1	8
Principles of Promoting Additional Services or Products to Customers	Y/502/8311 H3	2	2	10
Principles of Carrying Out Periodic Room Servicing and Deep Cleaning	Y/502/8325 2HK15	2	2	15

Unit Title	Unit Number	Level	Credit Value	GL
Optional Group C Minimum Credit Target – 2				
Principles of Cleaning Windows from the Inside	D/502/8326 1HK12	1	1	6
Principles of Providing a Counter and Takeaway Service	T/502/8297 FDS4	1	1	6
Principles of Collecting Linen and Making Beds	L/502/8256 1HK11	1	1	8

Aim

The BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) has been designed to allow learners to obtain the knowledge to work at an operational level within a Hospitality Services environment.

This qualification meets the knowledge-based requirements of the following apprenticeships:

- > Level 2 Apprenticeship Framework in Hospitality in Northern Ireland
- > Level 2 Apprenticeship in Hospitality and Catering in Wales

The primary purpose of the qualification is to progress to the next level of vocational learning by preparing for further learning or training by developing knowledge and/or skills in a subject area. However, employers can also rely on the knowledge provided as meeting nationally recognised standards at this level as such the sub-purpose is to develop knowledge and/or skills in a subject area.

Due to constant Regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualification's status, please contact BIIAB Qualifications Limited.

Target Group

This qualification is appropriate for use in the following age ranges:

- > 16-18
- > 19+

Assessment

The qualification contains knowledge units. These units are respectively assessed by Assessment Knowledge Modules (AKMs) externally set by BIIAB Qualifications Limited. The AKMs are internally marked assessments, containing a series of questions, marked and internally verified by the centre and with external verification by the BIIAB External Quality Assurer (EQA).

This qualification is assessed by external examination and requires internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Overview of assessment strategy

The Assessment Strategy has been designed by People 1st, in conjunction with an expert panel, educational experts and a steering group. All BIIAB approved training centres and their assessment must adhere to the designed assessment strategy for this qualification.

This qualification contains one knowledge unit, and this unit is externally set and marked by BIIAB Qualifications Limited. In order to assess formally the learners' knowledge, a **multiple-choice knowledge test** has been developed. For this qualification, the examination comprises of **20 Multiple Choice questions**. This can be taken online or on paper. The pass threshold for this award is 70%. To pass you must answer correctly 14 out of 20 questions. You will be allocated **25 minutes** for the test.

If taken online, the tests are scheduled in our BIIAB Customer Management System and each learner in a cohort will sit a unique test. The online tests are marked automatically.

Assessment materials allowed

Multiple Choice Questions Exam (Online)

Only the use of dictionaries is permitted. Learners must not refer to any books or materials whilst taking this examination. Learners may use the online calculator if required.

Multiple Choice Questions Exam (Paper)

Only the use of dictionaries is permitted. Learners must not refer to any books or materials whilst taking this examination. Learners may use a calculator if required.

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB Qualifications Limited will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment and will be based upon the achievement of all of the specified learning outcomes.

BIIAB Qualifications Limited will make every effort to ensure that it allows for assessment to:

- > be up to date and current
- > reflect the context from which the learner has been taught
- > be flexible to learner needs

Please refer to the [Instructions for the Conduct of Examinations and Other External Assessment](#) for further information.

Resources

BIIAB Qualifications Limited provides the following additional resources for this qualification:

- > Purpose Statement
- > Learner Unit achievement Checklist
- > Assessment Knowledge Modules (AKMs)
- > Assessment Guidance for each of the AKMs

Assessment Knowledge Modules (AKMs)

These provide a series of BIIAB Qualifications Limited set questions within the context of knowledge modules that can be used to assess the learner's competence. These modules should be released to the learner for the assessment when they are determined to be ready to be able to successfully achieve it. The assessment does not have to be undertaken within secure conditions but must be collected and held securely afterwards. Learners must be taught to the Learning Outcomes and Assessment Criteria within the unit not the assessment. A password will be provided to allow access to this document upon approval for the qualification.

These are internally marked and verified but must be available to the EQA for external verification purposes.

Assessment Guidance for each of the AKMs

These provide a series of BIIAB Qualifications Limited suggested possible answers for the questions within the knowledge modules. Assessors can accept other appropriate answers.

These modules must be kept secure, only released to the learner for the assessment and collected and held securely afterwards. Learners must be taught to the Learning Outcomes and Assessment Criteria within the unit not to the possible answers of the assessment. A password will be provided to allow access to this document upon approval for the qualification.

Practice Assessment Material

BIIAB Qualifications Limited confirm that there is no practice assessment material for this qualification.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the learners, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Progression Opportunities

This qualification is designed to equip learners with the knowledge to work effectively in Hospitality and Catering. It also will allow for a number of progression routes into Level 3 qualifications, to employment or into other areas of learning. Achievement of the qualification offers opportunities for progression, including:

- > BIIAB Level 2 NVQ Diploma in Hospitality Services 601/6212/0
- > BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles 601/5695/8

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

Tutor / Assessor Requirements

BIIAB Qualifications Limited require those involved in the teaching and assessment process to be suitably experienced and / or qualified. Assessors should also be trained and qualified to assess or be working towards appropriate qualifications.

Those responsible for Internal Quality Assurance (IQA) must be knowledgeable of the subject/occupational area to a suitable level to carry out accurate quality assurance practices and processes.

Language

This specification and associated assessment materials are in English only.

Mandatory Group A Unit Details

Safe, Hygienic and Secure Working Environments in Hospitality		
Unit Reference	R/600/0615	
Level	1	
Credit Value	2	
Guided Learning (GL)	16	
Unit Summary	This unit will provide the learner with knowledge and understanding surrounding safe, hygienic and secure working environments in hospitality.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.6)	
The learner will	The learner can	
1. Know their personal responsibilities under the Health and Safety at Work Act	1.1	State personal responsibility for health and safety when in the workplace
	1.2	Identify the importance of following safety procedures in the workplace
	1.3	State reporting procedures in the case of personal illness
2. Know why it is important to work in a safe and hygienic way	2.1	State why it is important to maintain good personal hygiene
	2.2	State why correct clothing, footwear and headgear should be worn at all times
	2.3	State why, and to whom, accidents and near accidents should be reported
	2.4	Describe safe lifting and handling techniques that must be followed
	2.5	State why it is important to report all unusual/nonroutine incidents to the appropriate person

3. Know about hazards and safety in the workplace	3.1	Identify the types of common hazards found in the workplace
	3.2	Identify types of emergencies that may happen in the workplace
	3.3	Describe why first aid procedures should be in place
	3.4	Identify possible causes of fire in the workplace
	3.5	Describe Fires Safety procedures
	3.6	Describe security procedures

Effective Teamwork		
Unit Reference	Y/600/0616	
Level	1	
Credit Value	2	
Guided Learning (GL)	19	
Unit Summary	This unit will enable to the learner to understand the importance of effective teamwork.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.4)	
The learner will	The learner can	
1. Know how to organise their own work	1.1	State the order of work to complete a task
	1.2	Describe situations when it is appropriate to ask for help
	1.3	Describe situations when it is appropriate to help and support others
	1.4	State the importance of working to deadlines
	1.5	State why it is important to follow instructions accurately
	1.6	State the importance of keeping work areas clean and tidy
2. Know how to support the work of a team	2.1	State the benefits of helping team members
	2.2	State the importance of passing information to the relevant people
	2.3	State the importance of clear communication
	2.4	Describe ways to maintain good working relationships in a team

	2.5	State problems in working relationships that should be reported to line managers
3. Know how to contribute to their own learning development	3.1	List benefits of self-development
	3.2	State the importance of feedback from team members
	3.3	Describe how a learning plan could improve aspects of work
	3.4	List types of activities that help learning

Giving Customers a Positive Impression

Unit Reference	D/600/0617	
Level	2	
Credit Value	2	
Guided Learning (GL)	18	
Unit Summary	This unit will provide the learner with knowledge surrounding giving customers a positive impression.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.4)	
The learner will	The learner can	
1. Know how to establish positive relationships with customers	1.1	Identify the importance of correct appearance and behaviour
	1.2	Describe the importance of recognising customer needs and expectations
	1.3	State the importance of product knowledge when relating to customers
	1.4	Identify signs of when a customer is angry or confused
2. Understand why organisations have standards and procedures	2.1	Describe the legal frameworks by which organisations provide goods and services to customers
	2.2	State the importance of contractual agreements that customers have with organisations
	2.3	State the importance of codes of practice and standards that affect the way products and services are delivered to customers
3. Know how to communicate information to customers	3.1	State why there are limits to an individual's responsibilities when dealing with customers

	3.2	State the importance of clear, polite and confident communication
	3.3	Identify different methods of communication
	3.4	Describe when the different methods of communication are used

Principles of Customer Service in Hospitality Leisure Travel and Tourism

Unit Reference	T/600/1059	
Level	2	
Credit Value	1	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the learner with knowledge and understanding surrounding the principles of customer service in hospitality, leisure, travel and tourism.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.6)	
The learner will	The learner can	
1. Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries	1.1	Describe the role of the organisation in relation to customer service
	1.2	Identify the characteristics and benefits of excellent customer service
	1.3	Give examples of internal and external customers in the industries
	1.4	Describe the importance of product knowledge and sales to organisational success
	1.5	Describe the importance of organisational procedures for customer service
2. Understand the role of the individual in delivering customer service in hospitality, leisure, travel and tourism industries	2.1	Identify the benefits of excellent customer service for the individual
	2.2	Describe the importance of positive attitude, behaviour and motivation in providing excellent customer service
	2.3	Describe the importance of personal presentation within the industries

	2.4	Explain the importance of using appropriate types of communication
	2.5	Describe the importance of effective listening skills
3. Understand the importance of customers' needs and expectations in the hospitality, leisure, travel and tourism industries	3.1	Identify what is meant by customer needs and expectations in the industries
	3.2	Identify the importance of anticipating and responding to varying customers' needs and expectations
	3.3	Describe the factors that influence the customers' choice of products and services
	3.4	Describe the importance of meeting and exceeding customer expectations
	3.5	Describe the importance of dealing with complaints in a positive manner
	3.6	Explain the importance of complaint handling procedures

Optional Group B Unit Details

Food Safety in Catering		
Unit Reference	H/502/0132	
Level	2	
Credit Value	1	
Guided Learning (GL)	9	
Unit Summary	This unit will provide the learner with an understanding surrounding food safety in catering.	
Learning Outcomes (1 to 4)	Assessment Criteria (1.1 to 4.5)	
The learner will	The learner can	
1. Understand how individuals can take personal responsibility for food safety	1.1	Outline the importance of food safety procedures, risk assessment, safe food handling and behaviour
	1.2	Describe how to report food safety hazards
	1.3	Outline the legal responsibilities of food handlers and food business operators
2. Understand the importance of keeping him/herself clean and hygienic	2.1	Explain the importance of personal hygiene in food safety including its role in reducing the risk of contamination
	2.2	Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds
3. Understand the importance of keeping the work areas clean and hygienic	3.1	Explain how to keep the work area and equipment clean and tidy to include cleaning and disinfection methods, safe use and storage of cleaning chemicals and materials, and waste disposal

	3.2	State how workflow, work surfaces and equipment can reduce contamination risks and aid cleaning
	3.3	Outline the importance of pest control
4. Understand the importance of keeping food safe	4.1	State the sources and risks to food safety from contamination and cross contamination to include microbial, chemical, physical and allergenic hazards
	4.2	Explain how to deal with food spoilage including recognition, reporting and disposal
	4.3	Describe safe food handling practices and procedures for storing, preparing, cooking, chilling, reheating, holding, serving and transporting food
	4.4	Explain the importance of temperature controls when storing, preparing, cooking, chilling, reheating, holding, serving and transporting food
	4.5	Describe stock control procedures including deliveries, storage, date marking and stock rotation

Preparation and Clearing of Service Areas

Unit Reference	F/600/0626	
Level	2	
Credit Value	3	
Guided Learning (GL)	26	
Unit Summary	This unit will provide knowledge on preparation and clearing of service areas.	
Learning Outcomes (1 to 4)	Assessment Criteria (1.1 to 4.4)	
The learner will	The learner can	
1. Know how to prepare service areas and equipment for food and drink service	1.1	Describe safe and hygienic working practices for preparing service areas and equipment
	1.2	Describe procedures for maintaining food service items and equipment
	1.3	Describe the procedures for maintaining drink service items and equipment
	1.4	State the importance of correct handling and disposal of waste
	1.5	Describe how to respond to types of unexpected situations that may occur during preparation of service areas
2. Know how to prepare customer areas for food and drink service	2.1	Describe safe and hygienic working practices when preparing customer dining areas for table service
	2.2	State the importance of checking customer areas before service
	2.3	State the importance of checking environmental controls before service

	2.4	Describe how to respond to types of unexpected situations that may occur when preparing customer dining areas
3. Know how to clear food and drink service areas after service	3.1	Describe safe and hygienic working practices when clearing service areas
	3.2	State the importance of procedures to be followed after service
	3.3	Describe how to respond to types of unexpected situations that may occur when clearing service areas
4. Know how to clean and store glassware	4.1	Describe safe and hygienic working practices when handling glassware, cleaning equipment and materials
	4.2	State the importance of correct handling of glassware
	4.3	Describe the procedure for disposing of broken glass
	4.4	Describe how to respond to types of unexpected situations that may occur when handling and cleaning glassware

Service of Food at Table		
Unit Reference	T/600/0624	
Level	2	
Credit Value	1	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the learner with knowledge surrounding food service at a table.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)	
The learner will	The learner can	
1. Know how to greet customers and take orders	1.1	State the importance of greeting customers appropriately
	1.2	State the importance of giving accurate menu information
	1.3	Describe how to provide appropriate assistance to customers with different needs
	1.4	Describe how to respond to types of unexpected situations that may occur when greeting customers and dealing with their orders
2. Know how to serve customers in a dining area	2.1	Describe safe and hygienic working practices when serving customers' orders
	2.2	List correct condiments, accompaniments and service equipment for different menu items
	2.3	State the importance of arranging and presenting food in line with menu specifications
	2.4	State the importance of maintaining the dining and service area

	2.5	Describe how to respond to types of unexpected situations that may occur when serving food at table
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Service of Alcoholic and Non-Alcoholic Drinks		
Unit Reference	J/600/0627	
Level	2	
Credit Value	1	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the learner with knowledge surrounding the service of alcoholic and non-alcoholic drinks.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.3)	
The learner will	The learner can	
1. Know how to take customers orders	1.1	State the importance of serving customers in order of arrival where possible
	1.2	Identify the importance of accuracy when taking drink orders
	1.3	Describe how to respond to a customer who might have special requirements
	1.4	Describe different service styles that can be used when serving drinks
	1.5	State how to deal with violent/disorderly customers
2. Know how to serve alcoholic and non-alcoholic drinks	2.1	State the importance of checking glassware for damage
	2.2	State the correct temperature for storing and serving the range of drinks offered within the operation
	2.3	Describe how to serve different drinks including bottled drinks, draft beers, free pouring and optic based
	2.4	State appropriate types of glass for serving different drinks

3. Know the appropriate legislation that relates to the serving of alcoholic drinks	3.1 3.2 3.3	Describe the implications of current relevant legislation relating to licensing, weights and measures Identify when a customer should not be served with alcohol Describe how to respond to someone who might be under the influence of drugs or buying/selling drugs
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Cleaning and Servicing of Hospitality Areas

Unit Reference	L/600/0631	
Level	2	
Credit Value	2	
Guided Learning (GL)	16	
Unit Summary	This unit will provide the learner with the knowledge and understanding of cleaning and servicing of hospitality areas.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.4)	
The learner will	The learner can	
1. Know the general cleaning procedures	1.1	State procedures to follow when preparing rooms for cleaning
	1.2	State the importance of maintenance procedures
	1.3	State the importance of records on completion of cleaning
	1.4	Identify correct disposal methods for different types of waste
	1.5	Describe the materials and equipment that are used for waste disposal
	1.6	Describe how to respond to types of problems and unexpected situations that may occur when disposing of waste
	1.7	State the importance for organisation standards for cleaning
2. Know how to clean and service toilet and bathroom areas	2.1	List the materials and equipment used for cleaning different areas of toilets and bathrooms

	2.2	Describe how to respond to types of unexpected situations that may occur when cleaning toilets and bathrooms
3. Know how to clean and service furnished areas	3.1	List the materials and equipment used for cleaning different furnished areas
	3.2	Describe how to respond to types of unexpected situations that may occur when cleaning furnished areas
	3.3	State the importance of using safe lifting and carrying techniques
	3.4	State the importance of keeping areas secure from unauthorised access

Chemicals and Equipment used for Cleaning in the Hospitality Industry

Unit Reference	R/600/0629	
Level	2	
Credit Value	2	
Guided Learning (GL)	15	
Unit Summary	This unit will provide knowledge surrounding chemicals and equipment used for cleaning in the hospitality industry.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)	
The learner will	The learner can	
1. Know how to safely use different cleaning chemicals	1.1	List appropriate cleaning chemicals for different purposes
	1.2	Describe the appropriate protective clothing to use when using cleaning chemicals
	1.3	Describe current legislation for using cleaning chemicals
	1.4	State the importance of following information on cleaning chemical containers
	1.5	Identify preparations to work areas that are necessary before using cleaning chemicals
	1.6	State the importance of work routines and sequences
	1.7	List documents that should be completed when using chemicals
	1.8	Describe how to respond to types of problems and unexpected situations that may occur when preparing and using chemicals

2. Know how to safely use different types of cleaning equipment	2.1	Describe current legislation for using cleaning equipment
	2.2	Select appropriate cleaning equipment for different purposes
	2.3	State the importance of following manufacturers' instructions for use of cleaning equipment
	2.4	Describe safe working practices when using cleaning equipment
	2.5	Describe how to respond to types of problems and unexpected situations that may occur when preparing and using cleaning equipment

Maintain Housekeeping Supplies

Unit Reference	J/600/1082	
Level	2	
Credit Value	1	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the knowledge surrounding maintaining housekeeping supplies.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.6)	
The learner will	The learner can	
1. Understand the health and safety considerations required when handling housekeeping supplies	1.1	Describe the basic legal requirements that ensure that health and safety is maintained when handling housekeeping supplies
	1.2	Explain how housekeeping supplies should be stored to ensure health and safety is maintained
2. Understand the importance of checking housekeeping supplies when delivered to hospitality premises	2.1	Explain why checking housekeeping supplies on delivery is required
	2.2	Describe the particular points that need to be checked when housekeeping supplies are delivered
	2.3	Describe the methods used to lift and handle housekeeping supplies safely
	2.4	Describe why security procedures are needed in a housekeeping supplies storage area
3. Understand the importance of procedures used during the storing and issuing of housekeeping supplies	3.1	Explain how the storage area is maintained to ensure that housekeeping supplies are kept in the correct condition

	3.2	Describe the working practices that need to be followed to ensure that storage areas remain secure
	3.3	Describe the working practices that need to be followed to ensure that storage areas remain free of pests
	3.4	Explain how housekeeping supplies are kept at an appropriate level for the needs of the business
	3.5	State the importance of separating different cleaning chemicals within the storage area
	3.6	Describe the procedures to follow when unexpected situations arise

Provide a Linen Service		
Unit Reference	M/600/1092	
Level	2	
Credit Value	1	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the learner with knowledge to provide a linen service.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.5)	
The learner will	The learner can	
1. Understand the role of the linen service in hospitality operations	1.1	Describe the basic legal requirements that ensure that health and safety is maintained when handling linen supplies
2. Understand the importance of checking linen when delivered to hospitality premises	2.1	Explain why checking linen on delivery is required
	2.2	Describe the methods used to lift and handle linen safely
	2.3	Describe why security procedures are needed in a linen storage area
3. Understand the importance of procedures used during the storing and issuing of linen	3.1	Explain how the linen area is maintained to ensure that the linen is kept in the correct condition
	3.2	Describe the working practices that need to be followed to ensure that storage areas remain secure
	3.3	Describe the working practices that need to be followed to ensure that storage areas remain free of pests
	3.4	Explain how linen supplies are kept at an appropriate level for the needs of the business

	3.5	Describe the procedures to follow when unexpected situations arise
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Arrival of Customers		
Unit Reference	D/600/0620	
Level	2	
Credit Value	1	
Guided Learning (GL)	7	
Unit Summary	This unit will provide the learner with knowledge surrounding the arrival of customers.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.2)	
The learner will	The learner can	
1. Know the procedures for checking in customers	1.1	Describe the different stages when checking in customers
	1.2	Identify the legal requirements when checking in customers
	1.3	Describe how to respond to types of unexpected situations that may occur when customers arrive
2. Know the documentation for checking in customers	2.1	List appropriate documentation for checking in customers
	2.2	State the importance of having all correspondence related to the booking available

Dealing with Bookings		
Unit Reference	F/600/1078	
Level	2	
Credit Value	1	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the learner with knowledge and understanding surrounding dealing with bookings.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.3)	
The learner will	The learner can	
1. Understand the importance of effective communication when dealing with bookings	1.1	Explain the importance of effective communication when dealing with booking enquiries
	1.2	Explain why it is important to give accurate spoken and written information to customers
	1.3	State the legal requirements associated with describing services and when processing customer bookings
2. Understand how to deal effectively with booking enquiries	2.1	Describe the organisational procedures for handling enquiries and bookings
	2.2	Explain how sales may be increased through careful descriptions and bookings
	2.3	Explain the importance of recording booking details accurately
3. Understand how to process bookings	3.1	State the stages of handling a booking through to the confirmation stage
	3.2	State how cancellations should be dealt with

	3.3	Describe why it is important to follow up unconfirmed bookings
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Departure of Customers		
Unit Reference	H/600/0621	
Level	2	
Credit Value	1	
Guided Learning (GL)	7	
Unit Summary	This unit will provide the learner with knowledge surrounding the departure of customers.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know how to prepare and maintain customer accounts	1.1	State the importance of following organisational procedures for customer accounts
	1.2	Identify why customer accounts must be updated regularly with changes and adjustments
	1.3	Identify why it is important to give accurate information to customers
	1.4	Identify why customer accounts must be kept secured from unauthorised access
	1.5	Describe how to respond to types of unexpected problems that may occur when processing customer accounts
2. Know how to deal with the departure of customers	2.1	Identify legal requirements relating to customer departure
	2.2	Describe procedures that should be implemented when customers are departing
	2.3	State why complaints, comments and suggestions should be recorded

	2.4	Describe how to respond to types of unexpected problems that may occur when customers are checking out
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Handle Mail and Book External Services

Unit Reference	A/600/1080	
Level	2	
Credit Value	1	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the learner with the knowledge and skills to handle mail and book external services.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.4)	
The learner will	The learner can	
1. Know the level of responsibility required when handling mail and messages	1.1	State the importance of effectively handling mail and messages for guests
	1.2	State the legal requirements associated with handling mail and messages
2. Know the roles associated with handling mail and messages	2.1	Describe how mail and messages should be handled to ensure that they are secure
	2.2	Describe how suspicious items should be dealt with
	2.3	Describe how written communications can be secured against unauthorised access
	2.4	Describe appropriate procedures for handling recorded and registered mail
3. Understand the roles associated with booking external service for guests	3.1	Describe the range of services that might be booked on behalf of the guests
	3.2	Explain how guests can be effectively informed of external services that are available to them
	3.3	Describe the procedures required to provide confirmation of services

	3.4	Describe how unexpected situations should be dealt with
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Dealing with Payments		
Unit Reference	L/600/1133	
Level	2	
Credit Value	1	
Guided Learning (GL)	9	
Unit Summary	This unit will provide the learner with knowledge and understanding on how to deal with payments.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.2)	
The learner will	The learner can	
1. Know how to take customer orders	1.1	Identify the materials needed to set up and maintain a payment point
	1.2	State the importance of having procedures for collecting the contents of the payment point
2. Know how to operate a payment point	2.1	Describe the correct procedures for handling payments
	2.2	State the importance of reporting errors that may occur during payment
	2.3	Identify security procedures for handling cash and other types of payments
	2.4	State the legal requirements for operating a payment point when taking payments from customers
3. Know the problems that may occur at the payment point	3.1	Describe the types of problems that might happen when dealing with a payment
	3.2	State the importance of telling the customer about any delays during the payment process

Principles of Providing a Silver Service

Unit Reference	A/502/8298	
Level	2	
Credit Value	1	
Guided Learning (GL)	8	
Unit Summary	This unit will provide the learner with an understanding of the principles of providing a silver service.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Understand how to silver serve food	1.1	Describe safe and hygienic working practices when providing a silver service
	1.2	Explain the importance of being familiar with the available menu items
	1.3	Describe the operational procedures for serving courses
	1.4	Describe the types of unexpected situations that might occur when providing silver service
2. Know how to clear finished courses when providing a silver service	2.1	Describe safe and hygienic working practices when clearing finished courses
	2.2	Describe procedures for clearing finished courses
	2.3	Describe the hygiene aspects of clearing tables
	2.4	Describe the types of unexpected situations that might occur when clearing courses

Principles of Resolving Customer Service Problems

Unit Reference	A/502/8317	
Level	2	
Credit Value	2	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the learner with the knowledge surrounding the principles of resolving customer service problems.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)	
The learner will	The learner can	
1. Know about customer service problems	1.1	Describe how to respond to a customer service problem when it is raised
	1.2	State the importance of recognising repeated problems and alerting the appropriate person
	1.3	State the importance of sharing customer feedback with others to identify potential problems before they happen
	1.4	Identify options for resolving a customer service problem
	1.5	State the importance of keeping the customer fully informed about what is happening to resolve the problem
2. Know how to resolve customer service problems	2.1	Describe organisational procedures and systems for dealing with customer service problems
	2.2	Describe how to resolve potentially difficult situations
	2.3	Describe how to negotiate with others to resolve problems

	2.4	Describe the limitations of what can be offered to a customer to resolve a problem
	2.5	Describe types of action that may make a customer problem worse and that should be avoided

Principles of Preparing and Serving Hot Drinks Using Specialist Equipment

Unit Reference	D/502/8309	
Level	2	
Credit Value	2	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the learner with the knowledge surrounding the principles of preparing and serving hot drinks using specialist equipment.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know how to prepare work area and equipment for service	1.1	Describe safe and hygienic working practices when preparing work area and equipment for service
	1.2	State the importance of having drink, ingredients and accompaniments available and ready for immediate use
	1.3	State the importance of checking all work areas and service equipment for damage before taking orders
	1.4	Describe the types of unexpected situation that might occur when preparing work areas and equipment for the preparation of hot drinks
2. Know how to prepare and serve hot drinks using specialist equipment	2.1	Describe safe and hygienic working practices when preparing and serving hot drinks and maintaining hot drink making equipment
	2.2	Describe the techniques for mixing and preparing different types of beverages

	2.3	State the importance of keeping customer and service areas clean, tidy and free from rubbish and used equipment
	2.4	Describe the types of unexpected situation that might occur when preparing and serving hot drinks and maintaining hot drinks equipment

Principles of Storing and Retrieving Information

Unit Reference	D/502/8312	
Level	2	
Credit Value	2	
Guided Learning (GL)	10	
Unit Summary	This unit will provide knowledge surrounding the principles of storing and retrieving information.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)	
The learner will	The learner can	
1. Know how to process information following relevant procedures and legislation	1.1	State the legal requirements and relevant procedures covering the security and confidentiality of information
	1.2	Describe the purpose of storing and retrieving required information
	1.3	Identify the methods that can be used to collect required information
	1.4	Describe different information systems and their main features
	1.5	State the importance of following procedures for identifying and deleting information
2. Know how to retrieve information following relevant procedures and legislation	2.1	State the legal requirements and relevant procedures for accessing an information system
	2.2	Describe the purpose of confirming information to be collected, stored and retrieved
	2.3	Describe the procedures to be followed to access information systems

	2.4	Describe the purpose of providing accurate information in the required format and within agreed timescales
	2.5	Describe problems that may occur with information systems

Principles of Producing Basic Pasta Dishes

Unit Reference	F/502/8285	
Level	2	
Credit Value	2	
Guided Learning (GL)	5	
Unit Summary	This unit will provide knowledge and understanding on the principles of producing basic pasta dishes.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Understand how to cook basic pasta dishes	1.1	Outline the quality points in pasta and dish ingredients
	1.2	Describe how to deal with problems with pasta
	1.3	Describe why time and temperature are important when cooking pasta
	1.4	State which equipment are important when cooking pasta
	1.5	State the importance of using the correct equipment and techniques when producing pasta dishes
	1.6	Explain how to identify when pasta meets dish requirements for colour, consistency and flavour
2. Know how to finish basic pasta dishes	2.1	State the temperature for holding and serving pasta dishes
	2.2	Describe how to cool pasta prior to storage
	2.3	State how to store cooked pasta dishes

	2.4	State healthy eating considerations when producing pasta dishes
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Principles of Producing Basic Vegetable Dishes

Unit Reference	H/502/8294	
Level	2	
Credit Value	1	
Guided Learning (GL)	9	
Unit Summary	This unit will provide the learner with an understanding of the principles of producing basic vegetable dishes.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.3)	
The learner will	The learner can	
1. Know how to cook vegetable dishes	1.1	Outline quality points in prepared vegetables
	1.2	Describe how to deal with problems with vegetables
	1.3	State the importance of using the correct tools and equipment to cook vegetables
	1.4	Describe cooking methods for vegetable dishes
	1.5	State the temperature required cooking vegetables
	1.6	Describe how the nutritional value of vegetables can be maintained during cooking
	1.7	State the benefits of blanching vegetables
	1.8	Identify vegetables suitable for high- and low-pressure steaming
2. Know how to finish vegetable dishes	2.1	Describe finishing methods for vegetable dishes

	2.2	State the correct temperature for holding and serving vegetable dishes
	2.3	State healthy eating options when cooking and finishing vegetable dishes

Principles of Completing Kitchen Documentation

Unit Reference	H/502/8313
Level	2
Credit Value	1
Guided Learning (GL)	7
Unit Summary	This unit will provide the learner with knowledge surrounding the principles of completing kitchen documentation.
Learning Outcomes (1 to 1)	Assessment Criteria (1.1 to 1.9)
The learner will	The learner can
1. Know how to complete kitchen documentation	1.1 State why it is important to complete kitchen documentation 1.2 Explain how to complete kitchen documents 1.3 State where documentation is obtained from 1.4 State when documentation needs to be copied and where this needs to be kept 1.5 Explain who to contact and why if problems occur 1.6 State why kitchen documentation needs to remain confidential 1.7 State which information needs to be recorded and retained to comply with legislation 1.8 Explain why information needs to be accurate 1.9 Explain the implications of fraudulently completing documentation

Principles of Preparing and Serving Dispensed and Instant Hot Drinks

Unit Reference	H/502/8327	
Level	2	
Credit Value	1	
Guided Learning (GL)	6	
Unit Summary	This unit will provide the learner with the knowledge and understanding surrounding the principles of preparing and serving dispensed and instant hot drinks.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know how to prepare work area and equipment for service	1.1	Describe safe and hygienic working practices when preparing the work area and equipment for service
	1.2	Describe the importance of having drink ingredients and accompaniments available and ready for immediate use
	1.3	Describe the importance of checking all work areas and service equipment for damage before taking orders
	1.4	Describe the types of unexpected situation that might occur when preparing work areas and equipment for the preparation of hot drinks
2. Know how to prepare and serve instant hot drinks	2.1	Describe safe and hygienic working practices when preparing and serving hot drinks
	2.2	State the importance of giving accurate information about products to customers
	2.3	Identify the techniques for mixing and preparing different types of beverages

	2.4	State the importance of keeping customer and service areas clean, tidy and free from rubbish and used equipment
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Principles of Cleaning Drink Dispense Lines

Unit Reference	J/502/8319
Level	2
Credit Value	2
Guided Learning (GL)	12
Unit Summary	This unit will provide the learner with knowledge surrounding the principles of cleaning drink dispense lines.
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)
The learner will	The learner can
1. Know how to clean drink dispense lines to the correct standard	1.1 State current legislation regarding safe and hygienic working practices when cleaning drink dispense lines 1.2 Identify dangers of mishandling kegs and gas cylinders 1.3 State the importance of testing on-line beverages after cleaning pipes and lines 1.4 Describe procedures for cleaning and maintaining post-mix dispense systems 1.5 Describe the types of unexpected situations that may occur when cleaning lines
2. Know how to safely use cleaning agents and equipment	2.1 State current legislation regarding the use of cleaning agents and equipment 2.2 Outline health and safety issues when working with line cleaning chemicals 2.3 State the importance of checking that cleaning agents are correctly diluted 2.4 Identify equipment needed to clean drink dispense lines

	2.5	Describe the types of unexpected situations that may occur when using cleaning agents and equipment
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Principles of Producing Basic Fish Dishes

Unit Reference	K/502/8281	
Level	2	
Credit Value	1	
Guided Learning (GL)	9	
Unit Summary	This unit will provide the learner with knowledge surrounding producing basic fish dishes.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know how to cook basic fish dishes	1.1	Outline the quality points to look for in fish
	1.2	Describe how to deal with problems with fish
	1.3	State the importance of using the correct tools and equipment to cook fish
	1.4	Describe cooking methods for fish
	1.5	State why the correct cooking method must be used in relation to different types of fish
	1.6	State the required temperature when cooking fish
	1.7	Explain the importance of cooking fish at the correct temperature
2. Know how to finish basic fish dishes	2.1	Give examples of how to garnish and present fish dishes
	2.2	Explain how to correct a fish dish to ensure it meets dish requirements for colour, consistency and flavour

	2.3	State the temperature for holding and serving fish dishes
	2.4	State healthy eating considerations when producing fish dishes

Principles of Maintaining Customer Service Through Effective Handover

Unit Reference	K/502/8314	
Level	2	
Credit Value	2	
Guided Learning (GL)	15	
Unit Summary	This unit will provide the knowledge and understanding surrounding the principles of maintain customer service through effective handover.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.4)	
The learner will	The learner can	
1. Know about responsibilities in a customer service team	1.1	Identify services or products that rely on effective teamwork
	1.2	Identify customer service delivery process stages that rely on exchange of information between self and colleagues
	1.3	Describe the importance of agreeing on how information should be exchanged with colleagues to enable completion of customer service actions
	1.4	Describe ways of retaining information when passing responsibility to colleagues for completing a customer service action
2. Know how to follow up customer service actions	2.1	State the importance of checking that a customer service action has been completed
	2.2	State the importance of knowing all details of customer service actions that colleagues were due to complete
	2.3	State the importance of asking colleagues about the outcome of completing the customer service action as agreed

	2.4	Describe how to review the way customer service actions are shared with colleagues
3. Know how to maintain customer service through effective handover	3.1	Describe appropriate customer service procedures for the delivery of services or products
	3.2	State the importance of passing responsibility to appropriate colleagues for completing particular customer service actions
	3.3	State the importance of carefully checking with a colleague whether the expected customer service actions have been completed
	3.4	Know how to review the way customer service actions are shared in customer service processes

Principles of Preparing and Serving Wines

Unit Reference	M/502/8265
Level	2
Credit Value	2
Guided Learning (GL)	15
Unit Summary	This unit will provide the learner with knowledge surrounding the principles of preparing and serving wines.
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.5)
The learner will	The learner can
1. Know how to prepare service areas, equipment and stock for wine service	1.1 Describe safe and hygienic working practices when preparing service areas, equipment and stock for wine service 1.2 Identify equipment and glassware needed for different types of wine 1.3 Identify suitable temperatures for the storage of different types of wine 1.4 Describe procedures for preparing service areas, equipment and stock 1.5 Describe the types of unexpected situations that might happen when preparing service areas
2. Know how to promote and serve wines to meet relevant legislation and customer needs	2.1 State current relevant legislation relating to the sale of wine 2.2 State the importance of maximising sales through up-selling and how to do this 2.3 Describe how to interpret the wine label information

	2.4	Identify what factors to consider when providing advice to customers on choice of wine
	2.5	Outline under what circumstances customer must not be served with alcohol
3. Know how to present and serve wine to meet relevant legislation and customer needs	3.1	State relevant licensing weights, measures and trades description legislation
	3.2	Identify glassware and handling procedures used in the service of different types of wine
	3.3	Identify the recommended temperatures for the storage of different types of wine during service
	3.4	Describe the correct method of service for white, red, rose and sparkling wines
	3.5	Describe the types of unexpected situations that might occur when serving wine

Principles of Providing a Buffet and Carvery Service

Unit Reference	M/502/8296	
Level	2	
Credit Value	1	
Guided Learning (GL)	6	
Unit Summary	This unit will provide the learner with knowledge surrounding preparing and maintaining a buffet and carver display and also serving customers at a buffet and carvery display.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know how to prepare and maintain a buffet and carvery display	1.1	Describe safe and hygienic working practices when preparing and maintaining a buffet or carvery display
	1.2	Describe procedures for maintaining dining service areas and service equipment
	1.3	State the importance of checking table items for damage and cleanliness before service
	1.4	Describe the types of unexpected situations that might occur when preparing and maintaining a buffet or carvery
2. Know how to serve and assist customers at a buffet and carvery display	2.1	Describe safe and hygienic working practices when maintaining dining area and serving customers at a buffet or carvery display
	2.2	State the importance of giving accurate information to customers when serving food items

	2.3	State the importance of controlling portions when serving customers
	2.4	Describe the types of unexpected situations that might occur when serving customers from a buffet or carvery display

Principles of Cleaning and Protecting Floors, Carpets and Soft Furnishings

Unit Reference	M/502/8301	
Level	2	
Credit Value	2	
Guided Learning (GL)	12	
Unit Summary	This unit will provide the learner with the knowledge surrounding the principles of cleaning and protecting floors, carpets and soft furnishings.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)	
The learner will	The learner can	
1. Know how to prepare to clean and protect floors, carpets and soft furnishings	1.1	State the importance of maintaining personal hygiene that meets the standards of the cleaning specification throughout the cleaning process
	1.2	State the importance of wearing the appropriate personal protective equipment throughout the cleaning process
	1.3	State the importance of checking health and safety instructions against organisational requirements
	1.4	State the importance of following checks and restrictions for use of deep cleaning equipment
	1.5	State the importance of checking that the material is suitable for the planned treatment
2. Know how to maintain soft floors and furnishings	2.1	State the importance of removing superficial dust and debris before starting the cleaning process
	2.2	State the importance of softening ground-in soil and/or stains

	2.3	State the importance of carrying out test cleans before applying treatments
	2.4	Describe safe working practices when working at heights
	2.5	State the importance of removing any excess moisture from the area which has been cleaned

Principles of Receiving, Storing and Issuing Drinks Stock

Unit Reference	M/502/8315	
Level	2	
Credit Value	1	
Guided Learning (GL)	6	
Unit Summary	This unit will provide knowledge surrounding the principles of receiving, storing and issuing drinks stock.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)	
The learner will	The learner can	
1. Know how to receive drinks deliveries	1.1	Describe safe and hygienic working practices when receiving drinks deliveries
	1.2	State the importance of securing receiving areas from unauthorised access
	1.3	State the importance of checking that deliveries match the order and delivery documentation
	1.4	Identify what documentation must be retained for records
	1.5	Describe the types of unexpected situations that might occur when receiving drinks stock
2. Know how to store and issue drinks stock	2.1	Describe safe and hygienic working practices when storing and issuing drinks
	2.2	State the importance of securing storage areas from unauthorised access at all times
	2.3	State the importance of following correct storage and rotation procedures and maintaining a minimum stock of drink items

	2.4	State the importance of receiving the correct documentation before stock is issued
	2.5	Describe the types of unexpected situations that might occur when storing and issuing drinks

Principles of Preparing and Clearing Areas for Table Service

Unit Reference	R/502/8260	
Level	2	
Credit Value	2	
Guided Learning (GL)	15	
Unit Summary	This unit will provide the learner with the knowledge and understanding surrounding preparing and clearing areas for table service.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.4)	
The learner will	The learner can	
1. Know how to prepare service areas and equipment for table service	1.1	Describe safe and hygienic working practices when preparing areas and equipment for table service
	1.2	Describe procedures for storage and stock rotation of food service items
	1.3	Describe procedures for maintaining service equipment
	1.4	Describe the types of unexpected situations that might occur when preparing service areas and equipment
2. Know how to prepare customer and dining areas for table service	2.1	Describe safe and hygienic working practices when preparing customer dining areas for table service
	2.2	State the importance of checking table items and menus before service
	2.3	State the importance of checking heating/air conditioning/ventilation and lighting before use when preparing customer dining areas for table service

	2.4	Describe the types of unexpected situations that might occur when preparing customer dining areas
3. Know how to clear dining and service areas after table service	3.1	Describe safe and hygienic working practices when clearing dining and service areas
	3.2	Describe the procedures for handling and disposing of waste correctly
	3.3	Identify the security procedures that should be followed
	3.4	Describe the types of unexpected situations that might occur when clearing dining and service areas

Principles of Producing Basic Rice, Pulse and Grain Dishes

Unit Reference	R/502/8291	
Level	2	
Credit Value	1	
Guided Learning (GL)	8	
Unit Summary	This unit will provide the learner with the knowledge surrounding producing basic rice, pulse and grain dishes.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know how to cook rice, pulse and grain dishes	1.1	Outline points in rice, pulse and grain
	1.2	Describe how to deal with problems with rice, pulse and grain
	1.3	State the importance of using the correct tools and equipment to cook rice, pulse and grain
	1.4	Describe cooking methods for rice, pulse and grain
2. Know how to finish rice, pulse and grain dishes	2.1	State how to identify when rice, pulse and grain-based dishes have the correct flavour colour texture and quality
	2.2	Describe methods for cooling cooked rice, grain and pulses that maintain food safety
	2.3	State the correct temperature for holding rice, pulse and grain dishes
	2.4	State healthy eating options when cooking rice, pulse and grain dishes

Principles of Maintaining Cellars and Kegs

Unit Reference	R/502/8307	
Level	2	
Credit Value	2	
Guided Learning (GL)	12	
Unit Summary	This unit will provide the learner with knowledge surrounding maintaining cellars and kegs.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)	
The learner will	The learner can	
1. Know how to maintain cellars	1.1	Describe safe and hygienic practices when maintaining cellars
	1.2	State the importance of following specific security procedures for going in and out of the cellar
	1.3	State the importance of securing cellars against unauthorised access at all times
	1.4	State the importance of keeping the cellar clean and tidy and at a recommended temperature at all times
	1.5	Describe the types of unexpected situations that might happen when maintaining cellars
2. Know how to prepare kegs and gas for use	2.1	Describe safe and hygienic working practices when preparing kegs and gas cylinders for use and dealing with mixed gases
	2.2	State the importance of turning off the gas supply before disconnecting the keg
	2.3	Describe how to tell if stock is out of condition

	2.4	State the importance of checking date stamp on stock
	2.5	Describe the types of situations that might happen when preparing kegs and gas cylinders

Principles of Setting up and Closing the Kitchen

Unit Reference	T/502/8316	
Level	2	
Credit Value	1	
Guided Learning (GL)	7	
Unit Summary	This unit will provide the knowledge surrounding setting up and closing the kitchen.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know how to set up the kitchen	1.1	Explain why knives and utensils must be handled correctly
	1.2	State to whom incidents must be reported
	1.3	State why incidents must be recorded
	1.4	Explain why faulty equipment and maintenance requirements must be reported
2. Know how to close the kitchen	2.1	Explain why it is important to turn off equipment safely
	2.2	Explain why tools should be cleaned and stored following use
	2.3	State the legal requirements for the storage of food when the kitchen is closed
	2.4	State who problems should be reported to

Principles of Preparing and Serving Cocktails

Unit Reference	Y/502/8308	
Level	2	
Credit Value	1	
Guided Learning (GL)	8	
Unit Summary	This unit will provide the knowledge surrounding preparing and serving cocktails.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.7)	
The learner will	The learner can	
1. Know how to prepare service areas and equipment for serving cocktails	1.1	Describe safe and hygienic working practices when preparing areas and equipment for making cocktails
	1.2	State the importance of keeping preparation areas and equipment hygienic when preparing cocktails
	1.3	State the importance of having all the ingredients ready before preparing cocktails
	1.4	Describe the types of unexpected situations that might occur when preparing areas and equipment to make cocktails
2. Know how to prepare and serve cocktails	2.1	Outline the different ingredients that can be used when mixing cocktails
	2.2	Describe the different methods used to mix cocktails
	2.3	State current relevant legislation relating to licensing and weights and measures legislation

	2.4	Describe safe and hygienic working practices when preparing and serving cocktails
	2.5	State the importance of following safe working practices when preparing and serving cocktails
	2.6	State the importance of offering customers accurate information
	2.7	Describe the types of unexpected situations that might happen when preparing and serving cocktails

Principles of Promoting Additional Services or Products to Customers

Unit Reference	Y/502/8311	
Level	2	
Credit Value	2	
Guided Learning (GL)	10	
Unit Summary	This unit will provide the knowledge surrounding principles of promoting additional services or products to customers.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know the importance of promoting additional services or products that are available	1.1	State the importance of accurate services or products knowledge when dealing with customers
	1.2	State the importance of checking with colleagues when unsure about new service or product details
	1.3	State the importance of identifying appropriate services or products that may interest customers
	1.4	State the importance of informing customers of additional services or products that will improve customer experience
2. Know how to promote additional services or products to customers to benefit organisations and its customers	2.1	Describe appropriate procedures and systems for encouraging customers to use additional services or products
	2.2	Describe how the use of additional services or products will benefit organisations and their customers
	2.3	Identify factors that influence customers to use additional services or products

	2.4	Describe how to introduce additional services or products to customers, outlining its benefits, overcoming any reservations and agreeing to provide the additional services or products
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Principles of Carrying Out Periodic Room Servicing and Deep Cleaning

Unit Reference	Y/502/8325	
Level	2	
Credit Value	2	
Guided Learning (GL)	15	
Unit Summary	This unit will provide the knowledge and understanding surrounding carrying out periodic room servicing and deep cleaning.	
Learning Outcomes (1 to 3)	Assessment Criteria (1.1 to 3.4)	
The learner will	The learner can	
1. Know how to undertake periodic room servicing	1.1	Describe the importance of following a schedule for periodic room servicing and deep cleaning in an organisation
	1.2	Describe the importance of inspecting the work area on completion of periodic room servicing
	1.3	Describe quality standards for the appearance and cleanliness of rooms
	1.4	Identify the correct procedures for dealing with items that need to be replaced
	1.5	Identify the correct procedures for dealing with items that have been replaced
2. Know how to undertake periodic deep cleaning	2.1	Describe the preparations needed to carry out periodic deep cleaning and its importance
	2.2	Identify the equipment and materials needed for periodic deep cleaning of rooms
	2.3	Identify procedures for using equipment and materials efficiently and safely

	2.4	Identify health and safety requirements for high dusting
3. Know how to undertake periodic servicing and deep cleaning of bathrooms and toilets	3.1	Identify the preparations needed to carry out periodic servicing and deep cleaning of bathrooms and toilets
	3.2	Identify materials and equipment needed to service and clean different areas of bathrooms and toilets
	3.3	Describe how to report areas and items that might need specialist maintenance
	3.4	Describe the types of unexpected situations that might occur when servicing and cleaning bathrooms and toilets

Optional Group C Unit Details

Principles of Cleaning Windows from the Inside		
Unit Reference	D/502/8326	
Level	1	
Credit Value	1	
Guided Learning (GL)	6	
Unit Summary	This unit will provide the learner with knowledge surrounding the principles of cleaning windows from the inside.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.5)	
The learner will	The learner can	
1. Know how to prepare to clean windows from the inside	1.1	State the importance of preparing windows and surrounding areas before cleaning
	1.2	Identify types of equipment and cleaning materials that should be used for: > loose dirt > dirt that is hard to remove
	1.3	State the importance of following manufacturers' instructions when using cleaning equipment and materials
	1.4	Identify types of problems that might occur when cleaning windows
2. Know how to clean the inside surface of windows	2.1	State the standards for cleaning windows
	2.2	State the required frequency for cleaning windows
	2.3	Identify the appropriate safety equipment and personal protective clothing to use when cleaning windows

	2.4	Describe the importance of reporting any dirt that cannot be removed to the relevant person
	2.5	Describe the importance of leaving frames and sills dry at the end of cleaning

Principles of Providing a Counter and Takeaway Service

Unit Reference	T/502/8297	
Level	1	
Credit Value	1	
Guided Learning (GL)	6	
Unit Summary	This unit will provide the learner with the knowledge to provide a counter and takeaway service.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.4)	
The learner will	The learner can	
1. Know how to serve customers at the counter	1.1	Describe safe and hygienic working practices for serving customers and its importance
	1.2	State the importance of controlling portions when serving customers
	1.3	State the importance of giving accurate information to customers
	1.4	Describe the types of unexpected situations that might occur when serving customers
2. Know how to maintain counter and service areas	2.1	Describe safe and hygienic working practices for clearing counter and service areas
	2.2	State the importance of keeping counter preparation areas and dining areas tidy and free from rubbish and food debris throughout the service
	2.3	State the importance of maintaining a constant stock of service items

	2.4	Describe the types of unexpected situations that might occur when clearing away
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Principles of Collecting Linen and Making Beds

Unit Reference	L/502/8256	
Level	1	
Credit Value	1	
Guided Learning (GL)	8	
Unit Summary	This unit will provide the learner with knowledge and understanding surrounding the principles of collecting linen and making beds.	
Learning Outcomes (1 to 2)	Assessment Criteria (1.1 to 2.6)	
The learner will	The learner can	
1. Know how to collect linen and bed coverings	1.1	Describe safe lifting and handling techniques and their importance
	1.2	Identify standards for quality of linen and bed coverings
	1.3	Describe the importance of keeping soiled linen separate from clean linen
	1.4	Describe the importance of security procedures for linen and linen stores
	1.5	Describe the importance of checking linen to make sure it is clean and up to standard
	1.6	Describe the types of problems that might occur when choosing and collecting linen from a linen store
2. Know how to strip and make beds	2.1	Identify the correct procedures to deal with soiled linen
	2.2	Identify the correct practice to sort different fabrics
	2.3	Identify standard procedures for making and re-sheeting beds

	2.4	State the importance of using the right sized linen
	2.5	State the types of unexpected situations that might happen when stripping and making beds
	2.6	Describe procedures to use when bedbugs or other infestations are found

Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

BIIAB Qualifications Limited policy enables learners to avoid duplication of learning and assessment in a number of ways:

- > **Recognition of Prior Learning (RPL)** – a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- > **Exemption** – Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within BIIAB Qualifications Limited qualification, but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the BIIAB Qualifications Limited qualification to be achieved in order to determine its equivalence.
 - > Any queries about the relevance of any certificated evidence should be referred in the first instance to your centre's internal moderator and then to BIIAB Qualifications Limited.
 - > It is important to note that there may be restrictions upon a learner's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a learner's existing levels of skill or knowledge.
 - > Where past certification only provides evidence that could be considered for exemption of part of a unit, learners must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.
- > **Credit Transfer** – BIIAB Qualifications Limited may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units/Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
 - > Original certificates OR
 - > Copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator.
- > **Equivalencies** – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same credit value or greater than the unit(s) in question and be at the same level or higher.



BIIAB Qualifications Limited encourages its centres to recognise the previous achievements of learners through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. Prior achievements may have resulted from past or present employment, previous study or voluntary activities. Centres should provide advice and guidance to the learner on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Qualifications' which can be downloaded from biiab.co.uk/for-centres/

Certification

Learners will be certificated for all units and qualifications that are achieved and claimed.

BIIAB Qualifications Limited policies and procedures are available on the website.

Exemptions

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

Glossary of Terms

GL (Guided Learning)

GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – ‘Would I need to plan for a member of staff to be present to give guidance or supervision?’

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- > Face-to-face meeting with a tutor
- > Telephone conversation with a tutor
- > Instant messaging with a tutor
- > Taking part in a live webinar
- > Classroom-based instruction
- > Supervised work
- > Taking part in a supervised or invigilated formative assessment
- > The learner is being observed as part of a formative assessment.

TQT (Total Qualification Time)

The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.’ The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- > Researching a topic and writing a report
- > Watching an instructional online video at home/e-learning
- > Watching a recorded webinar
- > Compiling a portfolio in preparation for assessment
- > Completing an unsupervised practical activity or work
- > Rehearsing a presentation away from the classroom
- > Practising skills unsupervised
- > Requesting guidance via email – will not guarantee an immediate response.