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SUBJECT GUIDELINES

HOSPITALITY SERVICES

NQF Level 3

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HOSPITALITY SERVICES

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INTRODUCTION

A. What is Hospitality Services?

Hospitality Services contains the broad knowledge, skills and values required in the food service and accommodation fields. The subject is biased towards the food service field but sufficiently touches on accommodation elements to enable the student to enter and progress in that field. Hospitality Services equips students with increased levels of food services competencies. Students will, amongst others, be able to provide counter and takeaway services, table and drink services and silver service, as well as prepare and serve cocktails.

B. Why is Hospitality Services important in the Hospitality programme?

Hospitality Services provides students with practical, marketable skills to enter the hospitality industry as an employee or entrepreneur. The subject empowers students to understand the importance of excellent service in the hospitality industry and instils principles such as planning, organisation, productivity, discipline, neatness and hygiene. It produces students with practical food service and accommodation skills that can be applied in wide hospitality contexts.

C. The link between Hospitality Services Learning Outcomes and the Critical and Developmental Outcomes

Hospitality Services will develop communication and problem-solving skills in relation to food and beverage operations. Students will be aware of and understand the importance of cultural uniqueness and service excellence in the hospitality industry. Students will be able to understand and practice the aesthetic value of food and beverages and demonstrate an understanding of ethics and values which relate to the hospitality industry. Students will be able to apply the important principles of teamwork by developing interdependence and self-discipline. Lastly, students will be able to use technology effectively and critically, showing responsibility to the environment and the health, safety and security of others in the hospitality industry.

The following Critical Outcomes are addressed by Hospitality Services:

- Identify and solve problems in which responses display that responsible decisions, using critical and creative thinking, have been made.
- Work effectively with others as a member of a team, group, organisation or community.
- Organise and manage oneself and one's activities responsibly and effectively.
- Collect, analyse, organise and critically evaluate information.
- Communicate effectively using visual, mathematical and/or language skill in the modes of oral and/or written presentation.

D. Factors that contribute to achieving Hospitality Services Learning Outcomes

Students with an interest in food, drink and accommodation services will find the subject exciting and challenging. The subject will suit students who want to work with people and who wish to acquire high levels of service skills. It requires students to work individually and in teams in an organised and disciplined manner. Students must be able to follow instructions and take responsibility for their actions.

1 DURATION AND TUITION TIME

This is a one year instructional programme comprising 200 teaching and learning hours. The subject may be offered on a part-time basis provided the candidate meets all the assessment requirements.

Course preparation should consider students with special education needs.

2 SUBJECT LEVEL FOCUS

- Complete the set-up of hospitality service areas for a variety of food and beverage and accommodation services and styles
- Operate as a food service or accommodation assistant in a hospitality environment

3 ASSESSMENT REQUIREMENTS

3.1 Internal assessment (50 percent)

3.1.1 Theoretical Component

The theoretical component will form 40 percent of internal assessment.

Internal assessment of the theoretical component of Hospitality Services Level 3 will take the form of observation, class questions, group work, individual discussions with students, topic and semester tests and internal examinations.

Assignments, case studies and tests can be done at the end of a topic. Tests and internal examinations must form part of internal assessment.

3.1.2 Practical Component

Practical components include applications, exercises and performance. The practical components must be indicated in a Portfolio of Evidence (PoE).

The practical component will form 60 percent part of internal assessment.

Internal assessment of the practical component of Hospitality Services Level 3 will take the form of assignments, practical exercises, case studies, practical examination in a simulated hospitality environment.

Students may complete practical exercises on a daily basis. Assignments and case studies can be done at the end of a topic. Practical examination can form part of internal practical assessment.

- **Some examples of activities for practical assessments include, but are not limited to:**
  - Presentations (lectures, demonstrations, group discussions and activities, practical work, observation, role play, self activity, judging and evaluation)
  - Exhibitions by students
  - Visits undertaken by students based on a structured assignment task
  - Research and developing information brochures
  - Task performance in a simulated/structured environment

- **Definition of the term, “Structured environment”**

Structured environment for the purposes of assessment refers to an actual or simulated workplace, or workshop environment. It is advised that practical assessment for Hospitality Services be integrated with Hospitality Generics, Food Preparation and customer services assessments.

It is compulsory that students at this level spend 150 hours in a structured (simulated or real work) environment to be able to apply the knowledge, skills and values acquired.

- **Evidence in practical/application assessments**

All evidence pertaining to evaluation of practical work must be reflected in the student’s Portfolio of Evidence (PoE). The tools and instruments constructed and used for the purpose of conducting such assessments must be clear from evidence contained in the PoE.

3.1.3 Processing of internal assessment mark for the year

A year mark out of 100 is calculated by adding the marks of the theoretical component and the practical component of the internal continuous assessment.

3.1.4 Moderation of internal assessment mark

Internal assessment is subjected to both internal and external moderation procedures as contained in the *National Examinations Policy for FET College Programmes*.

3.2 External assessment (50 percent)

A national examination is conducted annually in October or November by means of a paper set, marked and moderated externally.

Details in respect of external assessment are contained in the *Assessment Guidelines: Hospitality Services* (Level 3).

4 WEIGHTED VALUES OF TOPICS

TOPICS	WEIGHTED VALUE
1. Maintain cellars and beverage storage rooms	10
2. Provide a table drinks service	20
3. Provide a table service	10
4. Provide a counter service	10
5. Provide a takeaway service	10
6. Maintain housekeeping supplies	15
7. Provide housekeeping services within designated area	15
8. Maintain a clean linen supply	10
TOTAL	**100**

5 CALCULATION OF FINAL MARK

Internal assessment:	Student's mark/100 x 50 = a mark out of 50	(a)
Examination mark:	Student's mark/100 x 50 = a mark out of 50	(b)
Final mark:	**(a) + (b) = a mark out of 100**	

All marks are to be systematically processed and accurately recorded to be available as hard copy evidence for, amongst others, purposes of moderation and verification, as well as purposes of reporting.

6 PASS REQUIREMENTS

The student is required to obtain at least fifty (50) percent in ICASS and fifty (50) percent in the examination.

7 SUBJECT AND LEARNING OUTCOMES

On completion of Hospitality Services Level 2, the student should have covered the following topics:

Topic 1: Maintain cellars and beverage storage rooms
Topic 2: Provide a table drinks service
Topic 3: Provide a table service
Topic 4: Provide a counter service
Topic 5: Provide a takeaway service
Topic 6: Maintain housekeeping supplies
Topic 7: Provide housekeeping services within designated area
Topic 8: Maintain a clean linen supply

7.1 Topic 1: Maintain cellars and beverage storage rooms

7.1.1 Subject Outcome 1: Maintain and cellars and beverage storage rooms in a hygienic, safe, secure and efficient manner

Learning Outcomes:

The learner will be able to

- Maintain an organised, clean and secure cellar/store room and associated areas.
- Identify all the relevant equipment, its usage, operation and cleaning.
- Describe and demonstrate basic stock keeping procedures including:
  - Use of par levels
  - Receipt of goods
  - Storage of goods
  - Stock taking
- Clean and remove waste
- Be able to handle unexpected operational situations.

7.2 Topic 2: Provide a table drinks service

7.2.1 Subject Outcome 1: Provide a table drinks service in an efficient and organised manner that is cognisant of customer needs

Learning Outcomes:

The student will be able to

- Explain the drinks selection available and advise customers by using basic selling skills.
- Take a drinks order according to procedure.
- Set-up the order using the correct equipment and present correctly for service.
- Serve non-alcoholic drinks according to procedure with the correct glasses, etc.
- Serve tea and coffee in the appropriate manner.
- Deal with accidents, breakages, spillages, etc.
- Identify responses to unexpected situations.

7.3 Topic 3: Provide a table service

7.3.1 Subject Outcome: Provide an effective table service demonstrating efficiency and organisation of activities

Learning Outcomes:

The student will be able to

- Identify the different roles that staff may fulfil when providing a table service (e.g. host/ess, waiter, barman, sommelier, etc.)
- Understand the importance of greeting customers promptly and politely, identifying their needs and requirements and seating them efficiently.
- Take drinks and wine orders and serve correctly within the timeframes.
- Take orders for food in accordance with menu and process as per procedure. Be able to advise customers and use basic selling skills.
- Serve food in accordance with procedure including bread and condiments if required.
- Identify responses to unexpected situations

7.4 Topic 4: Provide a counter service

7.4.1 Subject Outcome: Provide a counter service that promotes the organisation and is in accordance with customer needs.

Learning Outcomes:

- Greet customers promptly and interact in a polite and friendly manner.
- Understand the importance of good hygiene practices and the implications if these are not adhered to.
- Describe the menu and be able to make recommendations to customers. Identify alternative choices where necessary.
- Provide customers with correctly portioned food and drinks items using the correct methods.
- Recommend ways to improve service levels.
- Keep food counters, service and dining areas hygienically clean, tidy and refuse free according to procedure.
- Maintain, replenish, store and display food and drinks items.
- Clear service areas as required.
- Deal with unexpected operational situations.
- Describe the various types of counter service and when it is appropriate to use them.

7.5 Topic 5: Provide a take-away service

7.5.1 Subject Outcome: Provide a take-away service that promotes the organisation and is in accordance with customer needs.

Learning Outcomes:

The student will be able to

- Greet customers promptly and interact in a polite and friendly manner.
- Understand the importance of good hygiene practices and the implications if these are not adhered to.
- Describe the menu and be able to make recommendations to customers. Identify alternative choices where necessary.
- Provide customers with the correct order presented in the correct manner.
- Be able to recommend ways to improve service levels.
- Keep all service areas hygienically clean, tidy and refuse free according to procedure.
- Maintain, replenish, store and display food and drinks items.
- Clear service areas as required.
- Be able to deal with unexpected operational situations.
- Describe the various methods of presenting take-away food given different styles and menus.

7.6 Topic 6: Maintain housekeeping supplies

7.6.1 Subject Outcome: Maintain housekeeping supplies at the optimal level and within a safe and secure environment, understanding why this is important in the provision of an efficient and effective housekeeping service

Learning Outcomes:

The student will be able to

- Receive deliveries of housekeeping supplies completing all quality checks and documentation.
- Maintain the security and hygiene of stores areas.
- Transport supplies in accordance with health, safety and hygiene procedures.
- Handle all cleaning chemicals, machinery and equipment safely.
- Monitor stock levels and inform the appropriate person when levels are approaching the minimum requirements.
- Understand the importance of stock rotation.
- Describe the difference in the maintenance of housekeeping supplies for different types of establishment.
- Work in an organised and efficient manner.
- Deal with unexpected operational situations.

7.7 Topic 7: Provide housekeeping services in designated area

7.7.1 Subject Outcome: Provide housekeeping services in a designated area while maintaining security, hygiene and organisational standards in accordance with guest comfort and satisfaction

Learning Outcomes:

The student will be able to

- Check daily room allocation and prioritise accordingly.
- Set-up and check a housekeeping trolley and equipment ready for use.
- Complete work activities in accordance with organisational procedures, work routines and sequences.
- Understand the importance of checking procedures and implement.
- Ensure that all areas are secured from unauthorised access after work activities are completed.
- Understand the reporting procedures for issues relating to health and safety, security of people and property and maintenance. Understand why it is important to follow these procedures correctly and promptly.
- Deal with customers in a polite and friendly manner.
- Complete work activities in an organised and efficient manner.
- React appropriately to unexpected operational situations

7.8 Topic 8: Maintain a clean linen supply

7.8.1 Subject Outcome: Maintain a clean linen supply in a safe, secure and hygienic environment. Understand why this is important for the organisation and the customer

Learning Outcomes:

The student will be able to

- Receive linen deliveries and complete the necessary documentation and quality checks. Understand why this is important.
- Transport linen to and from storage area safely and hygienically.
- Store linen in accordance with organisational and quality control procedures.
- Understand and demonstrate stock control procedures and their importance.
- Keep receiving areas clean and tidy and free from pest infestation.
- Describe the difference in the provision of linen for different types of establishment.
- Work in an organised and efficient manner.
- Be able to deal with unexpected operational situations.

8 RESOURCE NEEDS FOR THE TEACHING OF HOSPITALITY SERVICES - LEVEL 3

8.1 Physical resources

- A cellar or beverage receiving and stores area with a basic range of supplies.
- A suitable dining area for provision of a table service including all the necessary service equipment for a food and drinks service.
- Room for set-up for a take-away service operation (campus cafeteria) and necessary food production and service equipment.
- Room for set-up of a counter service operation and necessary food production and service equipment.
- A housekeeping supplies receiving and storage area with a basic range of supplies.
- A linen store with a basic range of supplies.
- A suitable facility for the provision of a simulated housekeeping service (e.g. a simulated guest room, public areas and wash rooms, dining areas, etc.)

8.2 Human resources

The lecturer should have

- At least NQF Level 5 Food and Beverage and Accommodation training
- Industry experience

8.3 Equipment

- Traditional glassware
- Drinks service equipment
- Selection of drinks machines
- Tables, chairs, service stations
- Variety of functions/conference equipment
- Table service - fully equipped and furnished for different service methods
- Cleaning equipment and materials (manual and electronic)
- Equipment to provide a counter service
- Equipment to provide a take-away service
- Equipment to provide a cellar/beverage storeroom
- Cellar stocks
- Linen stocks and wear
- Trolleys or other lifting devices
- Safety equipment: eye protection, plastic gloves