



NATIONAL CERTIFICATE (VOCATIONAL)

SUBJECT GUIDELINES

HOSPITALITY SERVICES

NQF Level 4

September 2007

HOSPITALITY SERVICES – LEVEL 4

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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

- Operate as a drinks or silver service waiter in a licensed hospitality operation
- Maintain a cleaning programme

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 4 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 4 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 Client Services and Human Relations 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 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 specified 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 43).

4 WEIGHTED VALUES OF TOPICS

TOPICS	WEIGHTED VALUE
1. Serve bottled wine	15%
2. Prepare and serve cocktails	15%
3. Provide a silver service	10%
4. Maintain the drinks service	20%
5. Maintain the cleaning programme in own area of responsibility	10%
6. Plan and conduct meetings	15%
7. Maintain the receipt, storage and issue of goods	15%
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 must obtain at least fifty (50) percent in ICASS and fifty percent (50) in the examination.

7 SUBJECT AND LEARNING OUTCOMES

On completion of Hospitality Services Level 4, the student should have covered the following topics:

- Topic 1: Serve bottled wine
- Topic 2: Prepare and serve cocktails
- Topic 3: Provide a silver service
- Topic 4: Maintain the drink service
- Topic 5: Maintain the cleaning programme in a specified area
- Topic 6: Plan and conduct meetings
- Topic 7: Maintain the receipt, storage and issue of goods

7.1 Topic 1: Serve bottled wine

7.1.1 Subject Outcome 1: Assist customers in the selection of wine and serve wine in the appropriate manner.

Learning Outcomes

The student will be able to:

- Identify and explain uses of appropriate service equipment and glassware.
- Understand the wine making process and its impact on the end product.
- Identify different wine varieties; know their basic characteristics and the appropriate food items to serve with.
- Provide customers accurate information on wines, promote certain wines and offer alternative options.
- Take drinks orders accurately.
- Explain the importance of serving wine at correct temperatures.
- Serve and clear bottled wines.
- Deal with customers in a polite and friendly manner.
- Understand the impact on customer service of working within prescribed time limits.
- Explain how customer service could be improved.
- Understand the licence requirements and the consequences of serving alcohol to customers under the legal age.
- Deal with unexpected operational situations as they occur.

7.2 Topic 2: Prepare and serve cocktails

7.2.1 Subject Outcome 1: Prepare and serve cocktails according to recipe specifications as well as understand the importance of customer satisfaction when making cocktails.

Learning Outcomes

The student will be able to:

- Prepare and present a variety of cocktails in accordance with organisational procedures.
- Identify the various glasses and service equipment and use correctly.
- Deal with customers in a polite and friendly manner.
- Promote cocktail sales and offer alternatives where appropriate.
- Check, store, clean and rotate cocktail mixes and other ingredients and understand why this is important.
- Understand the impact on customer service of working within prescribed time limits and having sufficient stocks on hand.
- Explain how customer service could be improved.
- Understand the licence requirements and the consequences of serving alcohol to intoxicated customers or those under the legal age.
- Deal with unexpected operational situations as they occur.
- Develop new cocktail recipes for different occasions.

7.3 Topic 3: Provide a silver service

7.3.1 Subject Outcome: Provide silver service in an efficient manner and understand the importance of completing tasks in a professional manner in order to attract repeat business.

Learning Outcomes

The student will be able to:

- Meet and deal with customers in a polite and friendly manner.
- Take accurate orders and advise customers on menu choice as appropriate.
- Locate and use appropriate service items and equipment and understand why it is important to keep sufficient equipment stocks available.
- Serve food according to organisational procedures.
- Portion, serve and attractively arrange food using the appropriate service equipment.
- Clear tables and demonstrate the appropriate timing and method of clearing of tables.
- Check and store food service items and equipment according to organisational procedures.
- Recommend ways of improving service to customers.

- Describe decisions made and give reasons for action taken in response to unexpected situations.
- Develop ways and methods to train new staff in the delivery of silver service.

7.4 Topic 4: Maintain a drinks service

7.4.1 Subject Outcome: Maintain the drinks service in own area of responsibility and communicate effectively with staff members to ensure that service standards are maintained and customer service is enhanced.

Learning Outcomes

The student will be able to:

- Implement the procedures for the maintenance of a drinks service.
- Describe the legal requirements for the operation of a licensed premise.
- Explain the consequences of selling alcohol to underaged or intoxicated persons.
- Understand why staff need product knowledge and should comply with service standards.
- Devise ways to motivate staff in increasing sales.
- Discuss ways to deal with violent or disruptive customers and identify the guidance that should be provided to staff in this area.
- Understand why equipment should be maintained safely and hygienically.
- Implement the fault and maintenance reporting procedures and complete all the necessary paperwork.
- Complete all set-up procedures required prior to service delivery including cleaning; clearing and restocking the drinks service area and preparing all equipment ready for service.
- Communicate with customers in a polite and friendly way.
- Be able to handle unexpected operational situations.

7.5 Topic 5: Maintain the cleaning programme in a specified area

7.5.1 Subject Outcome: Develop and consistently maintain an effective cleaning programme in the area of responsibility. This includes safety checks and hazard identification and on-the-job training.

Learning Outcomes

The student will be able to:

- Understand why it is important to implement a cleaning programme.
- Be able to communicate the requirements of a cleaning programme to staff.
- Minimise hazards occurring through the misuse or mishandling of chemicals.
- Conduct cleaning inspections.
- Take appropriate actions when service quality is reduced through operational problems.
- Record, file and make available all information as required.
- Adapt cleaning programmes to different situations.

7.6 Topic 6: Plan and conduct meetings

7.6.1 Subject Outcome 1: Plan and organise meetings of various types including the preparation of agendas, minutes and other documentation as required.

Learning Outcomes

The student will be able to:

- Describe standard meeting protocols and the importance of using them.
- Describe ways to determine the need and objectives of a meeting.
- Understand the importance of reaching decisions in meetings.
- Explain ways of managing discussions and problem solving.
- Describe ways to determine the appropriate delegates for a meeting

7.6.2 Subject Outcome 2: Conduct a meeting in a structured and effective manner.

Learning Outcomes

The student will be able to:

- Arrange a meeting and compile an agenda.
- Inform the delegates about the meeting.

- Structure a meeting in accordance with the protocols (select a chairperson, minute taker, etc.)
- Run a meeting to achieve the objectives within the timeframe.

7.6.3 Subject Outcome 3: Complete and/or monitor the completion of actions arising from the meetings conducted.

Learning Outcomes

The student will be able to:

- Ensure that all documentation is complete and circulated after the meeting (e.g. minutes, attendance, etc).
- Suggest ways to make meetings more effective.

7.7 Topic 7: Maintain the receipt, storage and issue of goods

7.7.1 Subject Outcome: Maintain the security and hygiene procedures in the receipt, storage and issue of goods.

Learning Outcomes

The student will be able to:

- Describe the relevant legislation and practises regarding, hygiene, quality and security of goods and the possible consequences of non-compliance.
- Prepare the receiving area in terms of hygiene, equipment and staff.
- Receive various types of goods and explain the quality checks required.
- Handle and store all goods in accordance with organisational requirements.
- Issue goods in accordance with organisational requirement.

7.7.2 Subject Outcome 2: Complete all relevant quality checks and documentation.

Learning Outcomes

The student will be able to:

- Describe the control procedures and documentation required in the receipt, storage and issue of goods.
- Describe a typical product specification and why they are important.
- Describe the impact of supplier lead times on the price of goods.

7.7.3 Subject Outcome 3: Analyse physical versus actual stock usage and the practices involved in this process.

Learning Outcomes

The student will be able to:

- Understand why it is important to reconcile physical stock with that recorded on stock sheets.
- Record stock on a regular basis.
- Make suggestions on increasing/decreasing the volume of stock held in storage areas.
- Complete all work activities efficiently including delegation where appropriate.

8 RESOURCE NEEDS FOR THE TEACHING OF HOSPITALITY SERVICES - LEVEL 4

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