



NATIONAL CERTIFICATES (VOCATIONAL)

SUBJECT GUIDELINES

HOSPITALITY SERVICES

NQF LEVEL 2

September 2007

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.

HOSPITALITY SERVICES – LEVEL 2

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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 student meets all the assessment requirements.

Students with special education needs (LSEN) must be catered for in a way that eliminates barriers to learning.

2 SUBJECT LEVEL FOCUS

The student is able to:

- 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 forms 40 percent of the internal assessment mark.

Internal assessment of the theoretical component in Hospitality Services Level 2 takes the form of observation, class questions, group work, informal group competitions with rewards, individual discussions with students, class, topic and semester tests and internal examinations. Lecturers can observe students when marking exercises from the previous day and asking class questions.

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

3.1.2 Practical component

The practical component forms 60 percent of the internal assessment mark.

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

Internal assessment of the practical component in Hospitality Services Level 2 takes the form of assignments, practical exercises, case studies and practical examinations in a simulated environment.

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

- **Some examples of practical assessments include, but are not limited to:**

- A. Presentations (lectures, demonstrations, group discussions and activities, practical work, observation, role-play, independent activity, synthesis and evaluation)
- B. Exhibitions by students
- C. Visits undertaken by students based on a structured assignment task
- D. Research
- E. Task performance in a "Structured Environment"

- **Definition of the term "Structured Environment"**

For the purposes of assessment, "Structured Environment" refers to a simulated workplace or workshop environment. The practical assessment for Hospitality Services should be integrated with Hospitality Generics, Food Preparation and Customer Services and Human Relations assessments.

- **Evidence in practical/application assessments**

All evidence pertaining to evaluation of practical work must be reflected in the students' Portfolio of Evidence (PoE). The tools and instruments constructed and used to conduct these assessments must be clear from the evidence contained in the Portfolio of Evidence (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 (40 percent) and the practical component (60 percent) of the internal continuous assessment (ICASS).

3.1.4 Moderation of internal assessment mark

Internal assessment is subjected to internal and external moderation procedures as set out 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(s) set and moderated externally. A practical component will also be assessed.

External assessment details and procedures are set out in the *Assessment Guidelines: Hospitality Services* (Level 2).

4 WEIGHTED VALUES OF TOPICS

TOPICS	WEIGHTED VALUE
1. Glassware	5
2. Crockery and Cutlery	5
3. Drinks Machines and Equipment	5
4. Function Rooms	10
5. Counter Service	5
6. Takeaway Service	5
7. Drinks Service	5
8. Beds, Bed Linen and Coverings	5
9. Room Service	5
10. Toilet and Bathroom Areas	10
11. Guest Bedrooms	5
12. Floors and Floor Coverings	5
13. Public Areas	10
14. Linen for External Laundry	10
15. Incoming and Outgoing Telephone Calls	10
TOTAL	100

5 CALCULATION OF FINAL MARK

Internal assessment mark: 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 systematically processed and accurately recorded to be available as hard copy evidence for, amongst others, reporting, moderation and verification purposes.

6 PASS REQUIREMENTS

The student must 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: Glassware
- Topic 2: Crockery and Cutlery
- Topic 3: Drinks Machines and Equipment
- Topic 4: Function Rooms
- Topic 5: Counter Service
- Topic 6: Takeaway Service
- Topic 7: Drinks Service
- Topic 8: Beds, Bed Linen and Coverings
- Topic 9: Room Service
- Topic 10: Toilet and Bathroom Areas
- Topic 11: Guest Bedrooms
- Topic 12: Floors and Floor Coverings
- Topic 13: Public Areas
- Topic 14: Linen for External Laundry
- Topic 15: Incoming and Outgoing Telephone Calls

7.1 Topic 1: Glassware

Subject Outcome: Clean and handle glassware in an efficient, hygienic and organised manner, understanding the importance of preparing the glassware and cleaning area in the specified time.

Learning Outcomes:

The student will be able to:

- Identify different types of glassware and associated equipment and how they should be stored.
- Demonstrate the correct methods of handling glassware and associated equipment safely and hygienically, including transporting clean and dirty equipment.
- Understand and demonstrate correct methods of cleaning glassware by machine or hand.
- Dispose of waste and dirty water hygienically.
- Understand the importance of maintaining organised, safe and hygienic glass storage areas.
- Understand the impact of cleaning and storing glassware on customer service.
- Deal with unexpected operational situations.

7.2 Topic 2: Crockery and Cutlery

Subject Outcome: Clean and store crockery and cutlery according to organisational requirements.

Learning Outcomes:

The student will be able to:

- Explain why damaged crockery and cutlery should not be used and the importance of reporting damaged items to a supervisor.
- Demonstrate the correct methods, procedures and equipment for cleaning crockery and polishing cutlery by hand or machine.
- Stack crockery safely and carefully.
- Dry and store crockery and cutlery, demonstrating correct procedures.
- Keep storage areas clean, tidy and free of refuse and explain the importance of doing this.
- Understand the importance of keeping cleaning equipment and machinery clean, undamaged and ready for future use.
- Respond to a range of unexpected situations, including injury, cracked or chipped plates, out of order dishwasher and no hot water.

7.3 Topic 3: Drinks Machines and Equipment

Subject Outcome: Prepare drink machines or equipment in a hygienic, efficient and systematic manner, understanding the importance of preparing the drink machines or equipment according to specifications.

Learning Outcomes:

The student will be able to:

- Identify various drinks machines or equipment and their purpose, for example coffee, vending, post or premix and cold drinks dispensers.

- Correctly disassemble, clean and re-assemble these machines using appropriate health, safety and hygiene procedures.
- Identify the correct ingredients and restock the machines or equipment in accordance with FIFO principles. Understand why this is important.
- Understand the impact of implementing correct cleaning and restocking procedures on customer service.
- Respond appropriately to unexpected situations such as jammed or broken machines, insufficient supplies or ingredients, etc.

7.4 Topic 4: Function Rooms

Subject Outcome: Prepare function rooms for service in an effective, hygienic and organised manner in specified timeframes.

Learning Outcomes:

The student will be able to:

- Clean a function room to the appropriate standard before and after use.
- Explain basic room set-up requirements. Interpret a function list and set up in an organised and efficient way.
- Lay tables according to requirements.
- Locate and set up audio-visual and other associated conference equipment such as flipcharts, overhead projectors and lecterns. Include room environmental controls such as air conditioning.
- Understand the reason for and demonstrate room refresh procedures.
- Break down room set-up after use and store all equipment appropriately.
- Understand customer service issues regarding room set-up, equipment, refresh procedures, etc.
- Identify responses to unexpected situations such as equipment failure and changes to layout plan, etc.

7.5 Topic 5: Counter Service

Subject Outcome: Prepare counter service areas in a hygienic, efficient and organised fashion within the stipulated timeframes.

Learning Outcomes:

The student will be able to:

- Identify procedures for handling, cleaning and storing food service items.
- Identify food service equipment, understand their uses and operate the equipment hygienically.
- Describe appropriate procedures for food display. Understand how food display can influence sales.
- Identify different types of counter service and when to use each type.
- Describe appropriate procedures for counter, table and room set-up.
- Understand the importance of maintaining levels of food service equipment and condiments.
- Handle and dispose of waste hygienically.
- Deal with unexpected operational circumstances.

7.6 Topic 6: Takeaway Service

Subject Outcome: Prepare takeaway service areas in a hygienic, capable and orderly manner in agreed timeframes.

Learning Outcomes:

The student will be able to:

- Check, clean and place menus and promotional materials appropriately and correctly.
- Inspect service areas and ensure they are clean and hygienic.
- Identify food service items, their uses and procedures for handling, cleaning and storing them.
- Identify the correct packaging for takeaway items.
- Understand and describe the use of promotional material and where it should be located.
- Describe and demonstrate appropriate procedures for use of takeaway food service equipment.
- Maintain service areas in a hygienic and tidy manner.
- Understand and explain the importance of maintaining levels of food service equipment and condiments.
- Handle and dispose of waste hygienically.
- Deal with unexpected operational circumstances.

Range: Shortage of food service items, shortage of accompaniments and condiments and damaged or broken food service items

7.7 Topic 7: Drinks Service

Subject Outcome: Prepare drink service areas in a hygienic, proficient and systematic manner within determined timeframes.

Learning Outcomes:

The student will be able to:

- Identify drink service items and understand how to handle, clean and store each item.
- Understand the importance of maintaining appropriate stock levels and stock rotation procedures.
- Understand the importance of ensuring that drinks service customer areas are clean and that furniture is undamaged and in place prior to service.
- Activate environmental controls according to procedure and deactivate once service is over.
- Identify appropriate signage and promotional material and place it correctly.
- Serve drinks according to procedure using the correct service equipment.
- Dispose of waste and refuse hygienically. Understand the need to restrict access to drinks service areas.
- Handle unexpected operational circumstances.

7.8 Topic 8: Beds, Bed Linen and Coverings

Subject Outcome: Prepare beds and handle linen and bed coverings according to organisational requirements, understanding the importance of maintaining guest comfort and satisfaction when making beds.

Learning Outcomes:

The student will be able to:

- Understand basic hygiene risks and cleanliness procedures.
- Understand different bed types and linen requirements for each.
- Demonstrate knowledge of linen storeroom procedures.
- Understand various bedding elements such as pillows, duvets, etc.
- Prepare and change beds according to situation-driven procedures.
- Solve basic problems related to bed care, equipment malfunction and linen requirements.
- Interact with customers in a friendly and effective manner.

7.9 Topic 9: Room Service

Subject Outcome: Prepare room service in a hygienic, competent and organised manner, understanding the importance of completing the room service in the specified timeframes to maximise customer satisfaction.

Learning Outcomes:

The student will be able to:

- Identify food service items and equipment and describe how to handle, clean and store them.
- Describe procedures for laying and clearing trays and/or trolleys.
- Maintain service areas in a clean and tidy manner.
- Understand the impact of time delays on food quality and customer service.
- Dispose of waste and refuse hygienically.
- React appropriately to unexpected operational situations.

7.10 Topic 10: Toilet and Bathroom Areas

Subject Outcome: Service toilet and bathroom areas, understanding the importance of hygiene and cleanliness to maintain guest satisfaction.

Learning Outcomes:

The student will be able to:

- Understand personal hygiene principles and basic hygiene risks.
- Understand and apply cleanliness and hygiene principles related to bathroom and toilet environments.
- Understand and identify the relevant cleaning materials and equipment to use in bathroom environments.

- Use the correct protective clothing.
- Clean a bathroom in the correct and most effective manner.
- Deal with customer belongings in an appropriate way.
- Respond appropriately to unforeseen situations such as broken equipment.

7.11 Topic 11: Guest Bedrooms

Subject Outcome: Service guest room areas, understanding the importance of hygiene, cleanliness and organisational standards to maintain guest comfort and satisfaction.

Learning Outcomes:

The student will be able to

- Understand the different components in a guest bedroom.
- Understand and apply the correct cleaning procedure to each component.
- Interact with customers in a friendly and effective way, either as part of a normal cleaning cycle or on request.
- Operate relevant cleaning equipment.
- Respond appropriately to unexpected situations such as equipment failure or lost items.

7.12 Topic 12: Floors and Floor Coverings

Subject Outcome: Clean floors and floor coverings, understanding the importance of hygiene, cleanliness and maintaining a safe working environment.

Learning Outcomes:

The student will be able to:

- Prepare floor surfaces for cleaning.
- Understand use of cleaning consumables and risks of electrical equipment.
- Clean surfaces by using appropriate equipment.
- Provide suitable notices and warnings for work in progress.

7.13 Topic 13: Public Areas

Subject Outcome: Clean and maintain public areas, understanding the importance of hygiene, cleanliness and maintaining a safe working environment.

Learning Outcomes:

The student will be able to:

- Identify and describe the cleaning materials and equipment used in public areas.
- Understand relevant health and safety procedures related to cleaning public areas.
- Clean a range of public areas using the correct procedure, equipment and materials.
- Understand and apply maintenance reporting procedures.
- Interact with customers in a polite and friendly way.
- Respond to a series of unexpected situations.

7.14 Topic 14: Linen for External Laundry

Subject Outcome: Control linen for external laundry, understanding the importance of hygiene, cleanliness and control systems.

Learning Outcomes:

The student will be able to:

- Receive and sort dirty linen for laundering according to hygiene procedures.
- Complete all the necessary control procedures and documentation.
- On receipt of clean linen, check for damage and cleaning quality. If necessary, prepare for returns.
- Store all clean linen according to procedures and maintain a clean, tidy and secure stores area.
- Respond to a series of unexpected situations.

7.15 Topic 15: Process Incoming and Outgoing Telephone Calls

Subject Outcome: Use the telephone effectively in a business environment, including individual use and relaying messages.

Learning Outcomes:

The student will be able to:

- Identify the different types of incoming calls, for example switchboard, direct line, internal and external.
- Answer the telephone in an appropriate manner, demonstrating correct etiquette when answering and transferring calls.
- Describe the importance of body language when talking on the telephone.
- Understand the concept of confidentiality of information and know when to or not to disclose information.
- Take messages efficiently and effectively.
- Know the procedure for emergency and difficult or abusive calls.
- Operate a simple switchboard and/or telephone handset.
- Understand the importance of answering calls in the required time and not keeping customers on hold for too long.
- Know how to find telephone numbers from various sources.
- Make outgoing calls according to procedure.

8 RESOURCE NEEDS FOR THE TEACHING OF HOSPITALITY SERVICES – LEVEL 2

8.1 Physical resources

- Facilities for glass washing (mechanical means preferred)
- Simulated bar area
- Practical room for practicing service techniques
- Small function room
- Room for set-up for a takeaway service operation (campus cafeteria)
- A simulated guest bedroom
- Traditional glassware
- Drinks service equipment
- Selection of drinks machines
- Tables, chairs and service stations
- Variety of function and conference equipment
- Table service - fully equipped and furnished for different service methods
- Cleaning equipment and materials
- Electronic Point of Sale preferred, but optional
- Equipment to provide a counter service
- Equipment to provide room service
- Cash register and credit card machine (manual or electronic)
- Telephone handsets for simulation exercise
- Linen
- Trolleys or other lifting devices
- Safety equipment: eye protection, plastic gloves, etc.
- Access to a variety of hard and soft floor coverings
- Access to public toilet and washroom areas

8.2 Human resources

The lecturer should have at least NQF Level 5 Food, Beverage and Accommodation training as well as industry experience.