



Helping you achieve your goals

Learning CQM Learning Ltd



Benefits to the Employer:

- Are most of the courses on offer too specific for some of your staff?
- Do they pigeon hole them into one department?
- If so then this qualification allows those who work in varying departments to tailor a course to meet the specific needs of your business—what could be better?

Hospitality Services (Multi-Skilled) NVQ Level 2

Mandatory Units

- Maintain a safe, hygienic and secure working environment
- Give customers a positive impression of yourself and your organisation

A: Generic Optional Units

- Maintain and deal with payments
- Contribute to effective teamwork
- Maintain food safety when storing, preparing and cooking food
- Maintain food safety when storing, holding and serving food

A: Front Office Optional Units

- Deal with communications as part of the reception function
- Deal with the arrival of customers
- Deal with bookings
- Prepare customer accounts and deal with departures
- Resolve customer service problems (ICS)
- Identify and provide customer tourism related information and advice

B: Housekeeping Optional Units

- Clean and service a range of areas
- Work using different chemicals and equipment
- Maintain housekeeping supplies
- Clean and protect floors
- Clean carpets and soft furnishings
- Provide a linen service
- Carry out periodic room servicing and deep cleaning
- Collect linen and make beds



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Benefits to the Employee:

- Do your colleagues get to carry out training and learning more often than you because they are assigned to one Department?
- Now you get to choose the options that most reflect the duties you carry out across up to 3 different departments
- Your training is specific to **you** as an **individual**



Hospitality Services (Multi-Skilled) NVQ Level 2 Contd.

D: Food and Drink Service Optional Units — You must complete "Maintain Food Safety when storing, holding and serving food" from section A.

- Prepare and clear areas for table service
- Serve food at the table
- Provide silver service
- Prepare and clear the bar area
- Serve alcoholic and soft drinks
- Prepare and serve wines
- Prepare cellars and kegs
- Prepare and serve dispensed and instant hot drinks
- Prepare and clear areas for counter/takeaway service
- Provide a counter/takeaway service

E: Food Preparation and Cooking Optional Units — You must complete "Maintain Food Safety when storing, preparing and cooking food" from Section A

- Prepare vegetables for basic dishes
- Prepare, cook and finish basic rice dishes
- Prepare, cook and finish basic pasta dishes
- Prepare, cook and finish basic pulse dishes
- Cook and finish basic vegetable dishes
- Prepare and present food for cold presentation
- Prepare, cook and finish basic egg dishes
- Complete kitchen documentation
- Set up and close a kitchen
- Prepare and finish simple salad and fruit dishes
- Prepare and cook fish
- Prepare and cook meat and poultry

Candidates must complete a total of 9 units—2 mandatory and 7 optional, which must be chosen from a minimum of 3 Optional Units.

If choosing both Optional Units D and E, you must complete "Maintain Food Safety when storing, preparing and cooking food". You do not have to complete "Maintain Food Safety when storing, holding and serving food".



INVESTOR IN PEOPLE

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