

COURSE DESIGN

COURSE TITLE : FOOD AND BEVERAGE SERVICES NC II

NOMINAL DURATION : 336 Hrs.

COURSE DESCRIPTION :

This course is designed to enhance the knowledge, skills and attitude in providing food and beverage services to clients, providing link between kitchen and service area, providing room services, and developing and updating food and beverage knowledge. It covers the basic, common and core competencies in Food and Beverage Services NC II.

SUMMARY OF LEARNING OUTCOMES :

Upon completion of the course, the trainees/students must be able to:

1. Obtain and convey workplace information
2. Complete relevant work related documents.
3. Participate in workplace meeting and discussion.
4. Describe and identify team role and responsibility in a team.
5. Describe work as a team member.
6. Integrate personal objectives with organizational goals
7. Set and meet work priorities
8. Maintain professional growth and development
9. Identify hazards and risks
10. Evaluate hazards and risks
11. Control hazards and risks
12. Maintain occupational health and safety awareness
13. Identify and access key sources of information on the industry
14. Access, apply and share industry information
15. Update continuously relevant industry knowledge
16. Practice personal grooming and hygiene.
17. Practice safe and hygienic handling, storage and disposal of food/beverages/materials.
18. Plan and prepare the task to be undertaken
19. Input data into the computer
20. Access information using computer
21. Produce output data using computer system
22. Plan and prepare for maintenance
23. Maintain computer equipment and system
24. Inspect and test the computer equipment and systems.
25. Follow workplace procedures for health, safety and security practices.
26. Deal with emergency situation.
27. Maintain safe personal presentation standards.
28. Apply effective verbal and non-verbal communication skills to respond to customer needs
29. Provide prompt and quality service to customer
30. Handle queries through telephone, fax machine, internet, e-mail and SMS
31. Handle complaints, evaluation and recommendations.
32. Liase between kitchen and service areas
33. Clean and clear service area