

	Unit ID: 291
Domain	FOOD AND BEVERAGE SERVICE
Title:	Process reservations for food and beverage service in a hospitality establishment
Level: 3	Credits: 4

Purpose

This unit standard specifies the competency required to receive and process reservations food and beverage service and seat guests in a hospitality establishment. People credited with this unit standard are able to: receive and process reservations for food and beverage service; and cancel or amend reservations for food and beverage service.

Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. Glossary

- *Reservation details* may include but are not limited to reservation name and/or membership details, contact name, telephone number, time, day and date for service, number of guests, special requirements.
- *Special requirements* may include but are not limited to preferred seating location, allergies, menu requirements, dietary requirements, decorations.

- The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
 - *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
4. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Receive and process reservations for food and beverage service

Performance Criteria

- 1.1 Reservation details are recorded in line with establishment procedures.
- 1.2 For group reservations, minimum and maximum number of guests expected are established in line with establishment procedures.
- 1.3 Special requirements are confirmed and agreed in line with establishment procedures.
- 1.4 Reservation details are confirmed in line with establishment procedures.

Element 2: Cancel or amend reservations for food and beverage service

Performance Criteria

- 2.1 Reservation details are verified prior to any amendment in line with establishment procedures.
- 2.2 Reservation for food and beverage is cancelled or amended and the details recorded and reconfirmed to meet guest and establishment requirements.
- 2.3 Guest seating and service areas are optimised to reflect cancellation or amendment in line with establishment procedures.
- 2.4 Staff members affected by the cancellation or amendment are promptly informed in line with establishment procedures.
- 2.5 Guest is informed of any charges arising from amendment of reservation in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	29 March 2007
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority