

	<b>Unit ID: 307</b>
<b>Domain</b>	<b>FOOD AND BEVERAGE SERVICE</b>
<b>Title:</b>	<b>Develop and update food and beverage knowledge in a hospitality establishment</b>
<b>Level: 3</b>	<b>Credits: 3</b>

### Purpose

This unit standard specifies the competency required to develop and update food and beverage knowledge. People credited with this unit standard are able to: research general information on food and beverage; and share information with guests.

### Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods 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. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. Glossary

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.

6. 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
  - Financial Intelligence Act No 3 of 2007
  - Public Health Amendment Act 45 of 1976
  - The International Health Regulation Act 28 of 1974
  - 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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Research general information on food and beverage**

#### **Range**

*Information required to fulfill daily work activities associated with food and beverage job role* may include but is not limited to types of food, types of beverages, market trends, typical foods and wines of the local area, enterprise menus, "specials" and trends, food and beverage festivals, promotional activities.

*Sources of information on food and beverage* may include chefs and cooks and other food service personnel, product suppliers, general and trade media (print and electronic), food and beverage reference books, recipes and menus, Internet, trade shows and exhibitions, food and cooking demonstrations.

#### **Performance Criteria**

- 1.1 Information required to fulfill daily work activities associated with own food and beverage job role is identified.
- 1.2 Sources of information related to food and beverage are identified.

### **Element 2: Share information with guests**

#### **Range**

*Appropriate combinations of food and beverages* should be based on the following factors: customer preferences; traditional combinations of foods and food and beverages; achieving balance of textures, colour and nutrition.

*Special cultural needs* may include but are not limited to kosher, halaal.

*Special dietary requirements* may include but are not limited to food exclusions for allergies, food intolerance, vegetarian requirements.

### **Performance Criteria**

- 2.1 Assistance to guests on selection of food and beverage items is relevant to the guests and is provided in line with establishment procedures.
- 2.2 Advice on suitable combinations of food and beverages is offered in line with establishment procedures.
- 2.3 Guest questions concerning menus and drinks lists are responded to courteously and correctly in line with establishment procedures.
- 2.4 Advice on menu items in response to special dietary or cultural requirements of guests is relevant to the guests and is provided in line with establishment procedures.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	29 March 2007
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<b>Body responsible for review:</b>	Namibia Training Authority