

<b>Domain</b>	<b>FOOD AND BEVERAGE SERVICE</b>	<b>Unit ID: 59</b>
<b>Title:</b>	<b>Demonstrate knowledge of basic food and beverage service terminology</b>	
<b>Level: 2</b>		<b>Credits: 2</b>

### **Purpose**

This unit standard specifies the competencies required to use basic terminology in commercial food and beverage facilities. People credited with this unit standard are able to demonstrate knowledge of: common hotel and restaurant service styles and food service styles offered at hospitality establishments; and basic industry terminology used in food and beverage service.

### **Special Notes**

1. Entry information:  
Open.
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.
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 manufacturers and/or company guidelines and instructions.
5. 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
  - Liquor Act 6 of 1998.

### **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 on [www.nta.com.na](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Demonstrate knowledge of common hotel and restaurant service styles and food service styles offered at hospitality establishments**

#### **Range**

*Food and beverage facilities* may include but are not limited to function rooms, dining areas, banqueting facilities.

*Cuisines* may include but are not limited to ethnic, French, speciality, steak house and fast food.

*Food service styles* may include but are not limited to counter, gueridon, banquet, and plated service, silver service.

#### **Performance Criteria**

- 1.1 Common types of cuisines are identified using the correct industry names.
- 1.2 Common food and beverage facilities offered by hotels and restaurants are identified using the correct industry names.
- 1.3 Common food service styles are identified using the correct industry names.

### **Element 2: Demonstrate knowledge of basic industry terminology used in food and beverage service**

#### **Range**

*Menu styles* may include but are not limited to a la carte, table d'hote, buffet, set menu.

*Meal courses* may include but are not limited to appetiser, soup, hot starter, sorbet, main, cheese, dessert.

*Table linen* may include but is not limited to tablecloths, overlays, runners, service cloths, napkins, placemats, skirtings, chair covers.

#### **Performance Criteria**

- 2.1 Different menu styles are identified and explained.
- 2.2 Different meal courses available to customers are identified and explained.
- 2.3 Table linen items used in food and beverage service are identified and their uses explained.
- 2.4 Terms used to describe different items of crockery, cutlery and glassware are identified.

2.5 The service terms “tip” and “gratuity” are explained.

2.6 The term “room service” is explained.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	28 September 2006
<b>Date this version registered:</b>	15 November 2012
<b>Anticipated review:</b>	2017
<b>Body responsible for review:</b>	Namibia Training Authority