

95

72p.; This document consists of four separate NVQs grouped together because of closely related subject matter. For other such NVQ "packages," see CE 069 934-942.


Guides - Non-Classroom Use (055)

National Vocational Qualifications (England)

Britain's National Vocational Qualifications (NVQs) are work qualifications that measure what an employee or potential employee can do as well as how much he or she knows and understands about a particular job. Used as written proof of usable workplace skills that can be put to profitable use by an employer, NVQs range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills, providing a way to develop skills and build a career ladder that benefits both employer and employee. This packet contains NVQ competency lists for the following catering and hospitality occupations: (1) serving food and drink, levels 1-3 (bar, counter, restaurant, table and tray; take-away; supervisory management of counter, drinks, table, and food, drink, and wine service); (2) reception and housekeeping, levels 1-3 (general guest service, housekeeping, reception, portering, and supervisory management of housekeeping, reception, and portering); (3) supervisory management, level 3 (food and drink service--counter, drinks, table, wine service; food preparation and cooking, housekeeping, reception--functions, general, and portering); and (4) management, level 4 (food and drink service, food preparation and cooking, housekeeping, and reception--functions and general). (KC)
Catering & Hospitality, Serving Food & Drink, Levels 1-3
2nd Edition.
Catering & Hospitality, Reception & Housekeeping,
Levels 1-3
Catering & Hospitality Supervisory Management, Level 3
Catering & Hospitality Management, Level 4. 2nd Edition
National Vocational Qualifications

Business and Technology Education Council
London, England
NVQs

- better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Catering & Hospitality, Serving Food and Drink

LEVELS

1-3
NVQs – better qualifications for work

NVQs are the work qualifications that employers have always been asking for, because NVQs measure what you can do, as well as how much you know and understand about the job you do.

Practical, work-based qualifications

An NVQ is the ideal qualification for people who intend to work, or already work, in a particular industry, service or business. On-the-job training is more relevant than book-learning, so the ability to run an organisation or repair a motor vehicle is what counts, rather than having GCSEs.

For every industry and business

NVQs are already available for most kinds of work (and the range is constantly being added to, in order to meet new employment needs).

NVQs are written proof of usable workplace skills which can be put to profitable use by an employer straight away. They range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills – so there’s a way to develop skills and build a career ladder that benefits both employer and employee.

For every kind of person

There is training for NVQs, but there’s no laid-down course of study: someone – anyone of any age, provided they’re over 16 – who can prove the ability to do the job, with the required degree of skill, is entitled to be assessed for an NVQ.

An NVQ is recognition and certification of someone’s ability to perform specific tasks. It may involve study to reach the appropriate level. On the other hand, some candidates or employees may already possess the necessary skills – acquiring an NVQ certificate can be valuable recognition of those skills, especially in areas where previously no formal qualification existed.
NVQs
Catering and Hospitality,
Serving Food and Drink
Levels 1–3

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The following units are common to and form part of the next six consecutive NVQs

Maintain a safe and secure working environment
 Carry out procedures in the event of a fire
 Carry out procedures on discovery of a suspicious item or package
 Carry out procedures in the event of an accident
 Maintain a safe environment for customers, staff and visitors
 Maintain a secure environment for customers, staff and visitors

Maintain a professional and hygienic appearance

Deal with customers
 Maintain customer care
 Deal with customer complaints
 Deal with customer incidents

Operate a payment point and process payments
 Open, operate and close a payment point
 Handle and record cash payments
Bar
NVQ Level 1

Includes the four common units listed on page 6 of this booklet and:

Prepare and clear areas for drinks service in licensed premises
Prepare service areas
Prepare customer areas for drinks service
Clear-up after drinks service

Provide a drinks service for licensed premises
Prepare and serve alcoholic and non-alcoholic drinks
Maintain customer and service areas during drinks service

Clean and store glassware
Clean glassware
Store glassware
Bar
NVQ Level 2

Includes the four common units listed on page 6 of this booklet and:

Handle and record non-cash payments and refunds
Handle and record cheque and credit/debit card payments
Handle and record refunds

Provide a table drink service

Receive, store and return drinks
Receive drink deliveries
Store drinks
Return unsaleable items and containers

Maintain kegs and drink dispense lines
Prepare kegs and gas cylinders for use
Clean drinks dispense lines

Maintain cellars

Provide a drinks service for licensed premises
Prepare and serve alcoholic and non-alcoholic drinks
Maintain customer and service areas during drink service

The following are recommended but are not essential for this NVQ

Prepare and serve cocktails

Store, prepare and maintain cask conditioned beers
Store and prepare cask conditioned beers ready for service
Maintain cask conditioned beers
Counter
NVQ Level 1

Includes the four common units listed on page 6 of this booklet and:

**Prepare and clear areas for counter service**
- Prepare counter for service
- Prepare customer dining areas for customer service
- Clear dining and service areas after food service

**Provide a counter service**
- Serve customers at the counter
- Maintain counter and service areas
- Maintain customer dining areas

**Provide a drinks service for non-licensed premises**
- Prepare and serve non-alcoholic drinks
- Maintain service areas during service

The following are recommended but are not essential for this NVQ.

**Prepare and clear areas for vending service**
- Prepare dining areas for vending service
- Clear dining areas for vending service

**Provide a food vending service**

**Provide a trolley service**
- Prepare catering trolley for service
- Serve products from the catering trolley
Restaurant
NVQ Level 2

Includes the four common units listed on page 6 of this booklet and:

Handle and record non-cash payments and refunds
Handle and record cheque and credit/debit card payments
Handle and record refunds

Prepare and clear areas for table service
Prepare service equipment and areas for table service
Prepare customer dining areas for table service
Clear dining and service areas after food service

Provide a table service
Greet customers and take orders
Serve customers' orders
Maintain dining and service areas

Provide a table drink service

Provide a carvery or buffet service
Prepare and maintain a carvery or buffet display
Serve customers at the carvery or buffet
Maintain customer dining areas

Prepare and serve bottled wines

The following is recommended but is not essential for this NVQ

Provide a silver service
Silver serve food
Clear finished courses
Table/Tray
NVQ Level 1

Includes the four common units listed on page 6 of this booklet and:

**Prepare and clear areas for table or tray service**
- Prepare service areas and equipment for table or tray service
- Prepare customer dining areas for table or tray service
- Clear dining and service areas after service

**Provide a table or tray service**
- Greet customers and take orders
- Serve customers' orders
- Maintain dining and service areas

**Provide a drinks service for non-licensed premises**
- Prepare and serve non-alcoholic drinks
- Maintain service areas during service

The following is recommended but is not essential for this NVQ

**Assemble meals for distribution**
- Prepare conveyor belt ready for run
- Assemble tray sets on the conveyor belt
Take-Away
NVQ Level 1

Includes the four common units listed on page 6 of this booklet and:

Handle and record non-cash payments and refunds
Handle and record cheque and credit/debit card payments
Handle and record refunds

Prepare and clear areas for take-away service
Prepare customer and service areas
Clear customer and service areas

Provide a take-away service
Take and serve customers' orders
Maintain take-away service areas during service

The following is recommended but is not essential for this NVQ

Prepare and cook battered fish and chipped potatoes
Prepare batter for frying
Prepare and cook battered fish
Prepare and cook chipped potatoes
The following units are common to and form part of the next four consecutive NVQs

**Maintain customer satisfaction**

Establish and maintain a rapport with individual customers
Respond to requests and enquiries and provide information on products and services
Deal with individual customer complaints

**Control the receipt, storage and issue of resources**

Monitor and control the receipt of goods
Control the storage of stock/goods
Control the issue of stock/goods
Implement the physical stock take within area of responsibility

**Contribute to the training and development of teams, individuals and self to enhance performance**

Contribute to planning the training and development of teams and individuals
Contribute to training and development activities for teams and individuals
Contribute to the assessment of teams and individuals against training and development objectives
Develop oneself within the job

**Contribute to the planning, organisation and evaluation of work**

Contribute to planning work activities and methods to achieve objectives
Organise work and assist in the evaluation of work
Provide feedback on work performance to teams and individuals
Monitor and maintain the health, safety and security of workers, customers and other members of the public

Maintain security/safety procedures in own area of responsibility

Monitor and maintain the health and safety of workers, customers and other members of the public

Maintain a healthy and safe working environment

**Provide information and advice for action towards meeting organisational objectives**

Obtain, evaluate, record and store information

Provide information and advice
Supervisory Management – Counter
NVQ Level 3

Includes the six common units listed on pages 13/14 of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the food counter service
Prepare the food service and customer areas
Maintain the counter service to the customer
Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order
Maintain the cleaning programme for own area of responsibility
Maintain furnishing and decorative order in service and customer areas
Supervisory Management – Drinks
NVQ Level 3

Includes the six common units listed on pages 13/14 of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the drink service
Prepare the drink service area
Maintain the drink service to the customer
Supervise operations within licensing laws
Monitor customer behaviour to minimise disruption to the service
Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order
Maintain the cleaning programme for own area of responsibility
Maintain furnishing and decorative order in service and customer areas
Supervisory Management – Table
NVQ Level 3

Includes the six common units listed on pages 13/14 of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the table service
Implement procedures for the preparation of the table service
Maintain the table service to the customer
Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order
Maintain the cleaning programme for own area of responsibility
Maintain furnishing and decorative order in service and customer areas
Supervisory Management –
Food & Drink Service – Wine Service
NVQ Level 3

Includes the six common units listed on pages 13/14 of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Prepare and serve wines
Prepare service areas, equipment and stock for service
Determine customer needs for wines
Present and serve wine

Contribute to the planning, updating and format of the wine list
Plan and update the wine list
Design a wine list format

Prepare and serve spirits and liqueurs
Determine customers' needs for spirits and liqueurs and associated products
Prepare service areas and serve spirits, liqueurs and associated products

Maintain wine cellar and dispense bar
Maintain wine cellar
Maintain dispense bar
The following are recommended but are not essential for this NVQ

**Oversee and maintain customer service**
Oversee and maintain the greeting of customers and taking orders
Oversee and maintain the service of customers' orders
Investigate and deal with customers' complaints

**Prepare, cook and serve food in a food service area**
Carve, fillet, joint and serve dishes at the table
Prepare and serve food using a gueridon
Cook and finish dishes in a restaurant
BTEC - builds better qualifications for work

BTEC is the Business & Technology Education Council, an independent body which awards National Vocational Qualifications (NVQs).

BTEC authorises firms or colleges to carry out NVQ training and assessment. It also appoints external verifiers who check that trainees' work meets NVQ standards.

BTEC itself does not do NVQ training. But it constantly monitors the providers and assessors to ensure that NVQ trainees develop the necessary skills to the standards required by industry.

Your next step

Please see your training officer or personnel department, talk to the local careers advisory service, or contact colleges in your area. Your Training and Enterprise Council may also be able to help.

The occupational standards for these NVQs are available from:
Hotel and Catering Training Co, International House, High Street, Ealing, London W5 5DB; telephone 081-579 2400.

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Further copies of this leaflet are available free from:
Publications Despatch, BTEC, Central House,
Upper Woburn Place, London WC1H 0HH
Telephone 071-413 8400
NVQs

- better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Catering & Hospitality, Reception & Housekeeping

LEVELS 1-3
NVOs – better qualifications for work

NVOs are the work qualifications that employers have always been asking for, because NVOs measure what you can do, as well as how much you know and understand about the job you do.

Practical, work-based qualifications

An NVQ is the ideal qualification for people who intend to work, or already work, in a particular industry, service or business. On-the-job training is more relevant than book-learning, so the ability to run an organisation or repair a motor vehicle is what counts, rather than having GCSEs.

For every industry and business

NVOs are already available for most kinds of work (and the range is constantly being added to, in order to meet new employment needs).

NVOs are written proof of usable workplace skills which can be put to profitable use by an employer straight away. They range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills – so there’s a way to develop skills and build a career ladder that benefits both employer and employee.

For every kind of person

There is training for NVOs, but there’s no laid-down course of study: someone – anyone of any age, provided they’re over 16 – who can prove the ability to do the job, with the required degree of skill, is entitled to be assessed for an NVO.

An NVQ is recognition and certification of someone’s ability to perform specific tasks. It may involve study to reach the appropriate level. On the other hand, some candidates or employees may already possess the necessary skills – acquiring an NVQ certificate can be valuable recognition of those skills, especially in areas where previously no formal qualification existed.
NVQs
Catering and Hospitality,
Reception and Housekeeping
Levels 1-3

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Supervisory Management – Reception – Portering NVQ Level 3 19
The following units are common to and form part of the next six consecutive NVQs

**Maintain a safe and secure working environment**

Carry out procedures in the event of a fire

Carry out procedures on discovery of a suspicious item or package

Carry out procedures in the event of an accident

Maintain a safe environment for customers, staff and visitors

Maintain a secure environment for customers, staff and visitors

**Maintain a professional and hygienic appearance**
General
NVQ Level 2

Includes the two common units listed on page 4 of this booklet and:

**Deal with customers**
Maintain customer care
Deal with customer complaints
Deal with customer incidents

**Operate a payment point and process payments**
Open, operate and close payment point
Handle and record payments

**Handle and record non-cash payments and refunds**
Handle and record cheque and credit/debit card payments
Handle and record refunds

**Deal with telephone calls and written communications**
Deal with incoming telephone calls
Make telephone calls
Handle mail, messages and written communications

**Deal with the arrival of customers**
Deal with the arrival of customers without advance bookings
Prepare for and deal with the arrival of customers with advance bookings

**Prepare customer accounts and deal with departures**
Prepare and maintain customer accounts
Deal with the departure of customers

**Prepare and clear areas for table service**
Prepare service equipment and areas for table service
Prepare customer dining areas for table service
Clear dining and service areas after food service

**Provide a table service**
Greet customers and take orders
Serve customers’ orders
Maintain dining and service areas
Guest Service
NVQ Level 1

Includes the two common units listed on page 4 of this booklet and:

Deal with customers
Maintain customer care
Deal with customer complaints
Deal with customer incidents

Service toilet and bathroom areas
Clean toilet appliances
Clean bathroom appliances
Replenish customer supplies and accessories

Clean floors and floor coverings

Service furnished areas
Clean interior surfaces, furnishings, fixtures and fittings
Maintain the internal environment

Prepare beds and handle linen and bed coverings
Strip beds and handle linen and bed coverings
Collect and transport clean linen and bed coverings
Make beds for customer use

Prepare and clear areas for table or tray service
Prepare service areas and equipment for table or tray service
Prepare customer dining areas for table or tray service
Clear dining and service areas after service

Provide a table or tray service
Greet customers and take orders
Serve customers’ orders
Maintain dining and service areas
Housekeeping
NVQ Level 1

Includes the two common units listed on page 4 of this booklet and:

Service toilet and bathroom areas
Clean toilet appliances
Clean bathroom appliances
Replenish customer supplies and accessories

Clean floors and floor coverings

Service furnished areas
Clean interior surfaces, furnishings, fixtures and fittings
Maintain the internal environment

Prepare beds and handle linen and bed coverings
Strip beds and handle linen and bed coverings
Collect and transport clean linen and bed coverings
Make beds for customer use

Handle and store cleaning equipment and materials

Handle and dispose of waste

The following are recommended but are not essential for this NVQ

Deal with customers
Maintain customer care
Deal with customer complaints
Deal with customer incidents

Deep clean floors and soft floor coverings
Deep clean hard floors
Strip and polish hard floors
Deep clean soft floor coverings
Prepare, service and clear function rooms

Prepare function rooms
Service function rooms
Clear function rooms
Housekeeping
NVQ Level 2

Includes the two common units listed on page 4 of this booklet and:

**Provide a housekeeping service in own area of work**
Organise and carry out housekeeping tasks
Maintain responsibility for own area of work
Minimise risk to self and others

**Maintain effective working relationships**
Maintain effective working relationships with other members of staff
Maintain effective working relationship with immediate line manager

**Contribute to the development of self and others**
Familiarise new staff with the work place
Support others in the performance of their work
Develop self within the job role

**Maintain information systems to support service delivery**
Supply and respond to information
Record and store information

**Maintain housekeeping supplies**
Receive and check housekeeping supplies
Store and issue housekeeping supplies

**Maintain a clean linen supply**
Receive and check clean linen
Store and issue clean linen
Deal with customers

Maintain customer care

Deal with customer complaints

Deal with customer incidents

The following is recommended but is not essential for this NVQ.

Clean and protect hard and semi-hard floor surfaces

Remove impacted soil and protective coatings from hard and semi-hard floor surfaces with the aid of machines

Provide a burnished finish to hard and semi-hard floor surfaces

Apply protective coatings to hard and semi-hard floor surfaces
Reception
NVQ Level 2

Includes the two common units listed on page 4 of this booklet and:

**Deal with customers**
- Maintain customer care
- Deal with customer complaints
- Deal with customer incidents

**Operate a payment point and process payments**
- Open, operate and close payment point
- Handle and record payments

**Handle and record non-cash payments and refunds**
- Handle and record cheque and credit/debit card payments
- Handle and record refunds

**Deal with telephone calls and written communications**
- Deal with incoming telephone calls
- Make telephone calls
- Handle mail, messages and written communications

**Provide customer information and book external services**
- Provide customer information
- Book external services

**Maintain a booking system**
- Deal with booking enquiries
- Determine, record and confirm bookings
- Monitor, maintain and update the booking system
Deal with the arrival of customers
Deal with the arrival of customers without advance bookings
Prepare for and deal with the arrival of customers with advance bookings

Prepare customer accounts and deal with departures
Prepare and maintain customer accounts
Deal with the departure of customers

The following is recommended but is not essential for this NVQ

Exchange foreign cash and travellers cheques
Exchange foreign cash
Exchange foreign travellers cheques
Reception and Portering
NVQ Level 1

Includes the two common units listed on page 4 of this booklet and:

**Deal with customers**
Maintain customer care
Deal with customer complaints
Deal with customer incidents

**Operate a payment point and process payments**
Open, operate and close a payment point
Handle and record payments

**Deal with telephone calls and written communications**
Deal with incoming telephone calls
Make telephone calls
Handle mail, messages and written communications

**Provide customer information and book external services**
Provide customer information
Book external services

**Handle, store and transport customer and establishment property**
Store customer property
Handle and transport customer and establishment property
The following units are common to and form part of the next four consecutive Supervisory Management NVQs.

**Maintain customer satisfaction**
Establish and maintain a rapport with individual customers
Respond to requests and enquiries and provide information on products and services
Deal with individual customer complaints

**Control the receipt, storage and issue of resources**
Monitor and control the receipt of goods
Control the storage of stock/goods
Control the issue of stock/goods
Implement the physical stock take within area of responsibility

**Contribute to the training and development of teams, individuals and self to enhance performance**
Contribute to planning the training and development of teams and individuals
Contribute to training and development activities for teams and individuals
Contribute to the assessment of teams and individuals against training and development objectives
Develop oneself within the job

**Contribute to the planning, organisation and evaluation of work**
Contribute to planning work activities and methods to achieve objectives
Organise work and assist in the evaluation of work
Provide feedback on work performance to teams and individuals
Monitor and maintain the health, safety and security of workers, customers and other members of the public

Maintain security/safety procedures in own area of responsibility

Monitor and maintain the health and safety of workers, customers and other members of the public

Maintain a healthy and safe working environment

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice
Supervisory Management –
Housekeeping
NVQ Level 3

Includes the six common units listed on pages 14/15 of this booklet and:

**Maintain the housekeeping service**
- Maintain the housekeeping service
- Maintain the linen service
- Maintain equipment for rooms, public and working areas

**Contribute to the identification of equipment and supply needs**

**Create, maintain and enhance productive working relationships**
- Enhance productive working relationships with colleagues and those for whom one has supervisory responsibility
- Enhance productive working relationships with one’s immediate manager
- Identify and minimise interpersonal conflict
- Contribute to the implementation of disciplinary and grievance procedures

**Maintain the cleaning programme, furnishings and decorative order**
- Maintain the cleaning programme for own area of responsibility
- Maintain furnishing and decorative order in service and customer areas
Supervisory Management –
Reception – Functions
NVQ Level 3

Includes the six common units listed on pages 14/15 of this booklet and:

Implement sales development activities

Supervise the running of a function/event
Oversee the preparation and running of the function/event
Implement procedures for the closing of the function/event

Contribute to the identification of equipment and supply needs

Create, maintain and enhance productive working relationships
Enhance productive working relationships with colleagues and those for whom one has supervisory responsibility
Enhance productive working relationships with one’s immediate manager

Identify and minimise interpersonal conflict
Contribute to the implementation of disciplinary and grievance procedures
Supervisory Management –
Reception – General
NVQ Level 3

Includes the six common units listed on *pages 14/15* of this booklet and:

**Implement sales development activities**

**Maintain practices and procedures for handling cash/cash equivalents**

**Maintain the front office service**
- Maintain the front office service
- Maintain reservations and booking procedures
- Maintain systems for obtaining, processing and disseminating information
- Produce statistical data and reports

**Contribute to the provision of personnel**
- Contribute to the identification of personnel requirements
- Contribute to the selection of personnel

The following is recommended but is not essential for this NVQ

**Maintain practices and procedures for handling foreign cash/cash equivalents**
Reception – Portering
NVQ Level 3

Includes the six common units listed on pages 14/15 of this booklet and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the portering/concierge service

Contribute to the provision of personnel
Contribute to the identification of personnel requirements
Contribute to the selection of personnel
The following is recommended but is not essential for this NVQ

Maintain practices and procedures for handling foreign cash/cash equivalents
BTEC – builds better qualifications for work

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Your next step

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NVQs

- better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Catering & Hospitality Supervisory Management

LEVEL 3
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For every industry and business

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For every kind of person

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NVQs
Catering and Hospitality
Supervisory Management
Level 3

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<td>Reception - Portering</td>
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</table>
The following units are common to and form part of all the NVQs in this booklet:

**Maintain customer satisfaction**
- Establish and maintain a rapport with individual customers
- Respond to requests and enquiries and provide information on products and services
- Deal with individual customer complaints

**Control the receipt, storage and issue of resources**
- Monitor and control the receipt of goods
- Control the storage of stock/goods
- Control the issue of stock/goods
- Implement the physical stock take within area of responsibility

**Contribute to the training and development of teams, individuals and self to enhance performance**
- Contribute to planning the training and development of teams and individuals
- Contribute to training and development activities for teams and individuals
- Contribute to the assessment of teams and individuals against training and development objectives
- Develop oneself within the job

**Contribute to the planning, organisation and evaluation of work**
- Contribute to planning work activities and methods to achieve objectives
- Organise work and assist in the evaluation of work
- Provide feedback on work performance to teams and individuals
Monitor and maintain the health, safety and security of workers, customers and other members of the public

Maintain security/safety procedures in own area of responsibility

Monitor and maintain the health and safety of workers, customers and other members of the public

Maintain a healthy and safe working environment

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice
Food and Drink Service – Counter
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the food counter service
Prepare the food service and customer areas
Maintain the counter service to the customer
Maintain service equipment

Contribute to the identification of equipment and supply needs

Maintain the cleaning programme, furnishings and decorative order
Maintain the cleaning programme for own area of responsibility
Maintain furnishing and decorative order in service and customer areas
Food and Drink Service – Drinks
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

**Implement sales development activities**

**Maintain practices and procedures for handling cash/cash equivalents**

**Maintain the drink service**
Prepare the drink service area
Maintain the drink service to the customer
Supervise operations within licensing laws
Monitor customer behaviour to minimise disruption to the service
Maintain service equipment

**Contribute to the identification of equipment and supply needs**

**Maintain the cleaning programme, furnishings and decorative order**
Maintain the cleaning programme for own area of responsibility
Maintain furnishing and decorative order in service and customer areas
Food and Drink Service – Table
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

**Implement sales development activities**

**Maintain practices and procedures for handling cash/cash equivalents**

**Maintain the table service**
Implement procedures for the preparation of the table service
Maintain the table service to the customer
Maintain service equipment

**Contribute to the identification of equipment and supply needs**

**Maintain the cleaning programme, furnishings and decorative order**
Maintain the cleaning programme for own area of responsibility
Maintain furnishing and decorative order in service and customer areas
Food and Drink Service – Wine Service
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Prepare and serve wines
Prepare service areas, equipment and stock for service
Determine customer needs for wines
Present and serve wine
Contribute to the planning, updating and format of the wine list
Plan and update the wine list
Design a wine list format

Prepare and serve spirits and liqueurs
Determine customers’ needs for spirit and liqueurs and associated products
Prepare service areas and serve spirits, liqueurs and associated products

Maintain wine cellar and dispense bar
Maintain wine cellar
Maintain dispense bar
The following are recommended but are not essential for this NVQ.

**Oversee and maintain customer service**

Oversee and maintain the greeting of customers and taking orders
Oversee and maintain the service of customers' orders
Investigate and deal with customers' complaints

**Prepare, cook and serve food in a food service area**

Carve, fillet, joint and serve dishes at the table
Prepare and serve food using a gueridon
Cook and finish dishes in a restaurant
Food Preparation and Cooking
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

**Maintain food production operations**
- Maintain the production of food
- Maintain portion control
- Maintain food production quality control systems and procedures
- Maintain kitchen equipment

**Contribute to the identification of equipment and supply needs**

**Maintain the cleaning programme for kitchen areas and equipment**

The following are recommended but are not essential for this NVQ.

**Maintain the vending machine service**

**Coordinate the food delivery service**
Housekeeping
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

**Maintain the housekeeping service**
Maintain the housekeeping service
Maintain the linen service
Maintain equipment for rooms, public and working areas

**Contribute to the identification of equipment and supply needs**

**Create, maintain and enhance productive working relationships**
Enhance productive working relationships with colleagues and those for whom one has supervisory responsibility
Enhance productive working relationships with one’s immediate manager
Identify and minimise interpersonal conflict
Contribute to the implementation of disciplinary and grievance procedures

**Maintain the cleaning programme, furnishings and decorative order**
Maintain the cleaning programme for own area of responsibility
Maintain furnishing and decorative order in service and customer areas
Reception – Functions
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

**Implement sales development activities**

**Supervise the running of a function/event**
Oversee the preparation and running of the function/event
Implement procedures for the closing of the function/event

**Contribute to the identification of equipment and supply needs**

**Create, maintain and enhance productive working relationships**
Enhance productive working relationships with colleagues and those for whom one has supervisory responsibility
Enhance productive working relationships with one's immediate manager

**Identify and minimise interpersonal conflict**

**Contribute to the implementation of disciplinary and grievance procedures**
Reception – General
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

**Implement sales development activities**

**Maintain practices and procedures for handling cash/cash equivalents**

**Maintain the front office service**
- Maintain the front office service
- Maintain reservations and booking procedures
- Maintain systems for obtaining, processing and disseminating information
- Produce statistical data and reports

**Contribute to the provision of personnel**
- Contribute to the identification of personnel requirements
- Contribute to the selection of personnel

The following is recommended but is not essential for this NVQ

**Maintain practices and procedures for handling foreign cash/cash equivalents**
Supervisory Management –
Reception – Portering
NVQ Level 3

Includes the six units common to all Catering & Hospitality Supervisory Management NVQs at level 3 (listed at the beginning of this booklet) and:

Implement sales development activities

Maintain practices and procedures for handling cash/cash equivalents

Maintain the portering/concierge service

Contribute to the provision of personnel
Contribute to the identification of personnel requirements
Contribute to the selection of personnel

The following is recommended but is not essential for this NVQ
Maintain practices and procedures for handling foreign cash/cash equivalents
BTEC – builds better qualifications for work

BTEC is the Business & Technology Education Council, an independent body which awards National Vocational Qualifications (NVQs).

BTEC authorises firms or colleges to carry out NVQ training and assessment. It also appoints external verifiers who check that trainees’ work meets NVQ standards.

BTEC itself does not do NVQ training. But it constantly monitors the providers and assessors to ensure that NVQ trainees develop the necessary skills to the standards required by industry.

Your next step

Please see your training officer or personnel department, talk to the local careers advisory service, or contact colleges in your area. Your Training and Enterprise Council may also be able to help.

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Publications Despatch, BTEC, Central House,
Upper Woburn Place, London WC1H 0HH

BTEC
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BTEC

NVQs

- better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Catering & Hospitality Management

LEVEL 4
**NVQs** – better qualifications for work

NVQs are the work qualifications that employers have always been asking for, because NVQs measure what you can do, as well as how much you know and understand about the job you do.

**Practical, work-based qualifications**

An NVQ is the ideal qualification for people who intend to work, or already work, in a particular industry, service or business. On-the-job training is more relevant than book-learning, so the ability to run an organisation or repair a motor vehicle is what counts, rather than having GCSEs.

**For every industry and business**

NVQs are already available for most kinds of work (and the range is constantly being added to, in order to meet new employment needs).

NVQs are written proof of usable workplace skills which can be put to profitable use by an employer straight away. They range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills – so there’s a way to develop skills and build a career ladder that benefits both employer and employee.

**For every kind of person**

There is training for NVQs, but there’s no laid-down course of study. Anyone – anyone of any age, provided they’re over 16 – who can prove the ability to do the job, with the required degree of skill, is entitled to be assessed for an NVQ.

An NVQ is recognition and certification of someone’s ability to perform specific tasks. It may involve study to reach the appropriate level. On the other hand, some candidates or employees may already possess the necessary skills – acquiring an NVQ certificate can be valuable recognition of those skills, especially in areas where previously no formal qualification existed.
NVQs
Catering and Hospitality Management
Level 4

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<td>Reception - General NVQ Level 4</td>
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The following units are common to and form part of all the NVQs in this booklet

**Develop customer satisfaction**
- Establish and maintain a rapport with the customer
- Maintain systems for providing customer information
- Establish and maintain systems and procedures to obtain customer feedback
- Deal with customer complaints
- Monitor customer complaints to identify trends and develop improvement plans

**Maintain the supply of equipment and supplies**
- Identify and evaluate supply sources
- Agree supply details and order goods

**Record, monitor and operate cost controls**
- Operate a system to record and monitor materials expenditure
- Operate a system to monitor and record business expenses
- Contribute to the operation of a payroll system and labour cost controls

**Control budgets**
- Provide information for the preparation of draft budgets
- Monitor performance of a responsibility centre against budget and respond to variances

**Contribute to the recruitment and selection of personnel**
- Define future personnel requirements
- Contribute to the assessment and selection of candidates against team and organisation requirements
Create, maintain and enhance effective working relationships

Establish and maintain the trust and support of personnel
Establish and maintain the trust and support of one's immediate manager
Establish and maintain relationships with colleagues
Identify and minimise interpersonal conflict
Implement disciplinary and grievance procedures
Counsel staff

Plan, allocate and evaluate work carried out by teams, individuals and self

Set and update work objectives for teams and individuals
Plan activities and determine work methods to achieve objectives
Allocate work and evaluate teams, individuals and self against objectives
Provide feedback to teams and individuals on their performance

Develop teams, individuals and self to enhance performance

Develop and improve teams through planning and activities
Identify, review and improve development activities for individuals
Develop oneself within the job role

Establish and control the health, safety and security of other workers and members of the public

Establish and maintain security/safety procedures in own area of responsibility
Develop and maintain a healthy and safe working environment
Inspect and monitor the working environment against health and safety requirements
Appraise the environmental and area of responsibility requirements against health and safety policies
Seek, evaluate and organise information for action

Obtain and evaluate information to aid decision making

Record and store information

Contribute to the implementation of change in services, products and systems

Contribute to the evaluation of proposed changes to services, products and systems

Implement and evaluate changes to services, products and systems
Food and Drink Service – Drinks
NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

Manage systems for handling cash/cash equivalents

Manage the drink service
Establish and implement procedures for the preparation of the drink service area
Manage the drink service to the customer
Manage establishment within licensing laws
Monitor customer behaviour and deal with recurring problems to minimise disruption to the service
Control service equipment
Make recommendations for improving the layout of the service and customer areas

Produce and maintain a cleaning programme and maintain furnishings and decorative order
Produce and update a cleaning programme for own area of responsibility
Maintain the cleaning programme for own area of responsibility
Evaluate, improve and maintain furnishings and decorative order in service and customer areas

Contribute to the planning of, and implement sales development activities
Contribute to the planning of sales development activities
Implement sales development activities
The following are recommended but are not essential for this NVQ:

Plan customer entertainments

Design a menu format
Food and Drink Service – Food NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

**Manage systems for handling cash/cash equivalents**

**Manage the food service**

- Establish and implement procedures for the preparation of the food service and customer areas
- Maintain the food service to the customer
- Control service equipment
- Make recommendations for improving the layout of the service and customer areas

**Produce and maintain a cleaning programme and maintain furnishings and decorative order**

- Produce and update a cleaning programme for own area of responsibility
- Maintain the cleaning programme for own area of responsibility
- Evaluate, improve and maintain furnishings and decorative order in service and customer areas

**Contribute to the planning of, and implement sales development activities**

- Contribute to the planning of sales development activities
- Implement sales development activities

The following is recommended but is not essential for this NVQ

**Manage the vending machine service**
Food Preparation and Cooking
NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

**Manage food production operations**
- Manage the production of food
- Control kitchen equipment
- Make recommendations for improving the layout of the kitchen areas

**Identify equipment and supply requirements**
- Identify and evaluate supply needs to meet demands
- Identify and assess equipment needs to meet demands

**Control and evaluate the stock take within area of responsibility**
- Reconcile physical stock against documented information and evaluate discrepancies

**Produce and maintain a cleaning programme for the kitchen areas**
- Produce and update a cleaning programme for the kitchen areas
- Maintain the cleaning programme for the kitchen areas and equipment

**Plan food production operations**
- Establish and maintain portion control
- Produce and update a food production plan
- Establish and update food production quality control systems and procedures

**Plan menu, introduce and develop recipes**
- Introduce and develop new recipes
- Plan and update a menu
The following are recommended but are not essential for this NVQ

Manage the vending machine service

Plan menu, introduce and develop recipes for special dietary requirements

Introduce and develop new recipes for special dietary requirements

Plan and update a menu for special dietary requirements

Design a menu format
Housekeeping
NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

Manage the housekeeping service
Manage the housekeeping service
Manage the linen service
Control equipment for rooms, public and working areas
Make recommendations for improving the layout of rooms, public and working areas

Identify equipment and supply requirements
Identify and evaluate supply needs to meet demands
Identify and assess equipment needs to meet demands

Control and evaluate the stock take within area of responsibility
Reconcile physical stock against documented information and evaluate discrepancies

Produce and maintain a cleaning programme and maintain furnishings and decorative order
Produce and update a cleaning programme for own area of responsibility
Maintain the cleaning programme for own area of responsibility
Evaluate, improve and maintain furnishings and decorative order in service and customer areas
Reception – Functions
NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

**Manage the running of a function/event**
Manage the preparation and running of the function/event
Manage the closing of the function/event

**Identify equipment and supply requirements**
Identify and evaluate supply needs to meet demands
Identify and assess equipment needs to meet demands

**Contribute to the planning of, and implement sales development activities**
Contribute to the planning of sales development activities
Implement sales development activities

**Plan a function/event**
Plan a function/event
Promote the function/event facilities

The following are recommended but are not essential for this NVQ

**Plan customer entertainments**

**Design a menu format**
Reception – General
NVQ Level 4

Includes the 11 common units listed at the beginning of this booklet and:

**Manage systems for handling cash/cash equivalents**

**Manage the front office service**

Manage the front office service
Maintain reservations and booking procedures and maximise revenue
Provide an information and advice service to the customer
Manage systems for obtaining, processing and disseminating information
Produce and utilise statistical data and reports
Exchange information with external agencies

**Exchange information to solve problems and make decisions**

Lead meetings and group discussions to solve problems and make decisions
Contribute to discussions to solve problems and make decisions
Advise and inform others

**Contribute to the planning of, and implement sales development activities**

Contribute to the planning of sales development activities
Implement sales development activities
The following are recommended but are not essential for this NVQ

**Manage systems for handling foreign cash/cash equivalents**

**Manage the portering/concierge service**

Manage the portering/concierge service

Provide an information and advice service to the customer

Exchange information with external agencies
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Your next step

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The occupational standards for these NVQs are available from:
HCTC
International House
High Street
Ealing
London W5 5DB
Tel 0181 579 2400

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