



SVQ 2 in Food and Beverage Service at SCQF Level 5

To achieve a full award, candidates must complete **ten units**. This comprises of **all mandatory units, one unit from Section A, one unit from Section B**, and the remaining **4 units from Section A, B or C**.

Mandatory Units

- Maintain a safe, hygienic and secure working environment
- Work effectively as part of a hospitality team
- Give customers a positive impression of yourself and your organisation
- Maintain food safety when storing, holding and serving food

Additional Units – Section A

- Provide a counter/takeaway service
- Serve food at the table
- Provide a silver service
- Provide a buffet/carvery service

Additional Units – Section B

- Serve alcoholic and soft drinks
- Prepare and serve cocktails
- Prepare and serve wines
- Prepare and serve dispensed and instant hot drinks
- Prepare and serve hot drinks using specialist equipment

Additional Units – Section C

- Prepare and clear areas for counter/takeaway service
- Prepare and clear areas for table service
- Prepare and clear the bar area
- Maintain cellars and kegs
- Clean drinks dispense lines
- Receive, store and issue drinks stock
- Resolve customer service problems
- Promote additional services or products to customers
- Deal with customers across a language divide
- Maintain customer service through effective handover
- Maintain and deal with payments

SCOTTISH VOCATIONAL QUALIFICATIONS

Who needs an SVQ?

Anyone in the workplace. SVQs are work based qualifications for anyone who undertakes a job role. They are open to anyone in employment and there are no entry requirements necessary.

What is the purpose of an SVQ?

SVQs give recognition of the skills and competencies of anyone in the workplace. Different levels provide the individual with a learning opportunity to demonstrate their knowledge and skill whilst developing themselves on the career ladder. SVQ units encompass a wide range of related work topics.

What are the benefits of an SVQ?

An employee will benefit by

- Having more understanding of their responsibilities.
- An opportunity to develop new skills
- Accreditation of current skills

An employer will benefit by

- More developed staff giving better performance.
- More staff motivation
- Better service to clients

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