



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

SVQ 2 in Hospitality Services at SCQF Level 5

To achieve a full award, candidates must complete **ten units**. This comprises of:

- For candidates **NOT working with food** – three mandatory units and seven optional units
- For Candidates **WORKING with food** – four mandatory units and six optional units

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

Food Service or Food Preparation Mandatory Units

- Maintain food safety when storing, preparing and cooking food
- Maintain food safety when storing, holding and serving food

Working with Food Units

- Prepare and clear areas for counter/takeaway service
- Provide a counter/takeaway service
- Prepare and clear areas for table service
- Serve food at the table
- Provide a silver service
- Provide a buffet/carvery service
- Convert a room for dining
- Prepare and clear the bar area
- Serve alcoholic and soft drinks
- Prepare and serve cocktails
- Prepare and serve wines
- Maintain cellars and kegs
- Clean drinks dispense lines
- Prepare and serve dispensed and instant hot drinks
- Prepare and serve hot drinks using specialist equipment
- Receive, store and issue drinks stock

Not Working with Food Units

- Collect linen and make beds
- Clean windows from the inside
- Clean and service a range of areas
- Work using different chemicals and equipment
- Maintain housekeeping supplies
- Clean, maintain and protect hard floors
- Clean and maintain soft floors and furnishings
- Provide a linen service
- Carry out periodic room servicing and deep cleaning
- Deal with communications as part of the reception function
- Deal with the arrival of customers
- Dealing with bookings
- Prepare customer accounts and deal with departures
- Produce documents in a business environment
- Use office equipment
- Handle mail and book external services
- Provide reception services
- Store and retrieve information
- Provide tourism information services to customers
- 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