



It's not just the food – it's the service!

When there is so much choice of food available and eating out is commonplace, hospitality establishments have to provide much more than just tasty food. Having a cooperative, motivated team of staff pulling together for the good of the business lifts spirits, hygiene standards and ultimately affects your bottom line.

It also reduces staff turnover, complaints and wastage.

A win:win combination.

Qualification aim

This is the hospitality industry's professional qualification for staff who serve both food and drink in any type of outlet.

Who is this qualification suitable for?

All hospitality staff who serve food and drinks as part of their normal job role. It covers all types of outlets from fine dining restaurants through to popular catering eateries, school canteens, care homes and contract catering sites.

Learners could progress from this qualification to Team Leading or the Hospitality Supervision and Leadership Diploma if they get promoted to a supervisory role.

What is involved?

The Diploma is made up of four mandatory units, which cover aspects of maintaining a safe, hygienic and secure working environment, working effectively as part of a hospitality team, giving customers a positive impression of themselves and their organisation and maintaining food safety.

Learners then have a choice of a wide range of optional units covering both food and beverage service, allowing them to choose units to meet the needs of their own role.

Learners will be assessed in the workplace and so it is essential that their current role allows them to demonstrate food and beverage service skills in practice.

Example units

- Work effectively as part of a hospitality team
- Maintain a safe, hygienic and secure working environment
- Give customers a positive impression of yourself and your organisation
- Maintain food safety when storing, holding and serving food
- Serve food at the table
- Provide a buffet and carvery service
- Prepare and serve hot drinks using specialist equipment
- Maintain cellars and kegs
- Promote additional services or products to customers

Qualification and progression

This Diploma can form part of an Intermediate Hospitality Apprenticeship; check with your training provider at the point of registration if they are to be enrolled onto the Diploma only or an apprenticeship programme.

Is your service as good as the food and drink served?