



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.

These courses are fully funded via the European Social Fund (ESF), for anyone with 3 years+ EU residency and the right to work in the UK.

### **Who are these courses 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 on offer?**

You can choose to complete either Bundle 1 or 2.

If needed, Functional Skills courses (maths and/or English) can also be fully funded, plus the Certificate in Hospitality Catering Principles.

## **Bundle 1 - Full Level 2 Diploma**

### **Mandatory Units**

- Maintenance of a Safe, Hygienic and secure Working Environment
- Working 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

### **A1 - Optional Units (choose at least 1)**

- Provide a Counter and Takeaway Service
- Serve Food at the Table

### **B1 - Optional Units (choose at least 1)**

- Serve Alcoholic and Soft Drinks
- Prepare and Serve Dispensed and Instant Hot drinks
- Prepare and Serve Hot Drinks using Specialist Equipment

### **C1 - Optional Units**

- Prepare and Clear Areas for Counter and Takeaway Service
- Prepare and Clear Areas for Table Service
- Promote Additional Services or Products to Customers
- Maintain and Deal with Payments
- Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

## **Bundle 2 - Select a minimum of four units**

- Give Customers a Positive Impression of Yourself and Your Organisation
- Provide a Counter and Takeaway Service
- Serve Food at the Table
- Prepare and Serve Dispensed and Instant Hot drinks
- Prepare and Serve Hot Drinks using Specialist Equipment
- Prepare and Clear Areas for Counter and Takeaway Service
- Prepare and Clear Areas for Table Service
- Maintain and Deal with Payments