

## National Unit Specification: general information

**UNIT** Hospitality: Working Front of House (Intermediate 1)

**CODE** F19J 10

**COURSE** Hospitality (Intermediate 1)

### SUMMARY

This Unit is a mandatory Unit of the Intermediate 1 Hospitality Course, but may be delivered as a free-standing Unit and it is suitable for candidates who have no previous experience.

The Unit introduces the candidate to the work undertaken by front of house staff, specifically the skills needed to undertake food and drink service in a variety of styles and establishments, and the customer care skills necessary for a variety of front of house roles.

Candidates will participate in a number of activities which will help them to develop the skills identified within this Unit.

### OUTCOMES

- 1 Carry out a range of table settings for specified styles of service while working as a member of a team.
- 2 Carry out a range of selected service styles while working as a member of a team.
- 3 Demonstrate effective customer care practices in front of house operations.
- 4 Identify the importance of customer care.

### RECOMMENDED ENTRY

Entry is at the discretion of the centre.

### CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4\*).

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

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### Administrative Information

**Superclass:** NA

**Publication date:** April 2007

**Source:** Scottish Qualifications Authority

**Version:** 01

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## **National Unit Specification: general information (cont)**

### **UNIT** Hospitality: Working Front of House (Intermediate 1)

#### **CORE SKILLS**

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches for this Unit*.

## **National Unit Specification: statement of standards**

### **UNIT Hospitality: Working Front of House (Intermediate 1)**

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

#### **OUTCOME 1**

Carry out a range of table settings for specified styles of service while working as a member of a team.

##### **Performance Criteria**

- (a) Select all equipment required to correctly undertake specific place settings.
- (b) Correctly carry out the specified setting for the given number of customers.
- (c) Co-operate with others in the team to complete specified settings.
- (d) Complete the activity complying with current health and safety and food hygiene procedures.

#### **OUTCOME 2**

Carry out a range of selected service styles while working as a member of a team.

##### **Performance Criteria**

- (a) Serve a range of food and drink items for a variety of food and drink styles.
- (b) Carry out service with an open and positive attitude.
- (c) Collaborate with others in a team to achieve effective service.
- (d) Clear crockery, cutlery and glassware correctly and appropriately to the style of service.
- (e) Carry out a cash transaction and calculate change.

#### **OUTCOME 3**

Demonstrate effective customer care practices in front of house operations.

##### **Performance Criteria**

- (a) Identify customers' needs correctly.
- (b) Respond to customers' needs effectively.
- (c) Interact with customers in an open, helpful, positive and welcoming manner.

#### **OUTCOME 4**

Identify the importance of customer care.

##### **Performance Criteria**

- (a) Identify the effects of poor customer care to the business.
- (b) Identify the benefits of good customer care to the business.

## **National Unit Specification: statement of standards (cont)**

### **UNIT Hospitality: Working Front of House (Intermediate 1)**

#### **EVIDENCE REQUIREMENTS FOR THIS UNIT**

Evidence must be produced to demonstrate that all Outcomes and Performance Criteria have been met.

Performance and written/oral evidence is required for this Unit.

- ◆ Practical activities for this assessment should be carried out under supervision either in a training restaurant, realistic working environment or workplace, and should involve working with others in a team and provide opportunities to demonstrate good working practice.
- ◆ Written/oral evidence is required which demonstrates knowledge and understanding of the effects of good and poor customer care to the business.

#### **Outcome 1 — Performance Evidence**

Candidates will be required to demonstrate by practical activity that they are able to:

- ◆ select all equipment required to undertake specific place settings
- ◆ correctly carry out the specified setting for the numbers given
- ◆ co-operate with others in the team to complete specified settings
- ◆ complete the activity complying with current health and safety and food hygiene procedures

**Styles of Service:** Buffet style service, one-course seated meal, plated or tray service (counter service) for food and drink.

Candidates will be required to identify and select the correct crockery, cutlery and glassware for the place settings for each type of service on at least one occasion.

An assessor observation checklist must be retained to provide evidence of performance.

#### **Outcome 2 — Performance Evidence**

Candidates will be required to demonstrate by practical activity that they are able to:

- ◆ serve a range of items for different food and drink service styles
- ◆ carry out service with an open and positive attitude
- ◆ collaborate with others in the team to achieve effective service
- ◆ clear crockery, cutlery and glassware correctly appropriate to the style of service
- ◆ carry out a cash transaction and calculate change.

**Styles of service:** Buffet-style service, one-course plated meal, plated or tray service (counter service) for food and drink.

Candidates will be required to carry out each of the three styles of service on at least one occasion.

Candidates will be required to carry out a cash transaction and calculate change on one occasion.

An assessor observation checklist must be used to provide evidence of performance.

## **National Unit Specification: statement of standards (cont)**

### **UNIT Hospitality: Working Front of House (Intermediate 1)**

#### **Outcome 3 — Performance Evidence**

Candidates will be required to demonstrate that they are able to:

- ◆ identify customers needs correctly
- ◆ respond to customer needs effectively
- ◆ interact with customers in an open, helpful, positive and welcoming manner.

Candidates will be required to participate in at least two customer interactions, one of which should relate to working in reception or reservations.

An assessor observation checklist must be used to provide evidence of performance.

#### **Outcome 4 — Written/oral evidence**

Evidence for this Outcome should be delivered in supervised, open-book conditions. Candidate responses should demonstrate that they have knowledge and understanding of the effects of good and poor customer care to a business.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1, 2, and 3, and an example of an assessment to test knowledge and understanding. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.









