



## National Unit Specification: general information

**UNIT** Hospitality: Front of House Operations (Intermediate 2)

**CODE** F3J2 11

**COURSE** Hospitality Intermediate 2

### SUMMARY

This is a mandatory Unit of the Intermediate 2 Hospitality Course, but may be delivered as a free-standing Unit. It provides progression from the Unit *Hospitality: Working Front of House (Intermediate 1)*, but it is also a suitable starting point for candidates who have no previous experience of the hospitality industry.

In this Unit candidates will learn about the work undertaken by front of house staff, specifically in reception and the associated customer care skills. They will also develop the skills needed to undertake food and drink service in a variety of styles and establishments. Candidates will work as a member of a team and participate in a number of practical activities which will help them to develop the skills identified within this Unit.

### OUTCOMES

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

### RECOMMENDED ENTRY

Entry is at the discretion of the centre.

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#### Administrative Information

**Superclass:** NA

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

**UNIT** Hospitality: Front of House Operations (Intermediate 2)

### **CREDIT VALUE**

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5\*).

*\*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.*

### **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: Front of House Operations (Intermediate 2)**

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**

Demonstrate effective customer care practices in front of house operations.

##### **Performance Criteria**

- (a) Identify customer needs correctly.
- (b) Respond to customer needs effectively and in line with organisational policy.
- (c) Record customer feedback in line with organisational policy.
- (d) Interact with customers in an open, helpful, positive and welcoming manner.

#### **OUTCOME 2**

Carry out a range of reception tasks in front of house operations.

##### **Performance Criteria**

- (a) Arrive on time and dressed appropriately for front of house operations.
- (b) Meet and greet customers appropriately.
- (c) Take customer bookings accurately.
- (d) Answer the telephone according to organisational guidelines.
- (e) Calculate guest bills and post bill to guest account accurately.
- (f) Carry out a variety of methods of payment.

#### **OUTCOME 3**

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

##### **Performance Criteria**

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

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

### **UNIT Hospitality: Front of House Operations (Intermediate 2)**

#### **OUTCOME 4**

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

#### **Performance Criteria**

- (a) Arrive on time and dressed appropriately for front of house operations.
- (b) Serve a range of food and drink items for a variety of food and drink styles.
- (c) Carry out service with an open and positive attitude.
- (d) Collaborate with others in a team to achieve effective service.
- (e) Clear crockery, cutlery and glassware correctly and appropriate to the style of service.
- (f) Seek feedback from customers during and following their meal experience.
- (g) Complete the activity complying with current health and safety and food hygiene procedures.

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

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

Performance 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.

#### **Outcomes 1 and 2 — Performance Evidence**

Candidates will be required to demonstrate by practical activity on at least **one** occasion each that they are able to:

- ◆ identify and respond to customer needs effectively
- ◆ record customer feedback
- ◆ work in line with organisational policy
- ◆ display an open, helpful, positive and welcoming manner
- ◆ arrive on time and dressed appropriately
- ◆ meet and greet customers appropriately
- ◆ take bookings accurately
- ◆ answer telephone in line with organisational policy
- ◆ calculate guest bills and post bill to guest account accurately
- ◆ carry out each of the following methods of payment: cheque, credit card, cash (calculate change)

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

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

### UNIT Hospitality: Front of House Operations (Intermediate 2)

#### Outcome 3 — Performance Evidence

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

- ◆ arrive on time and dressed appropriately
- ◆ select all equipment required to undertake specific place settings
- ◆ correctly carry out the specified setting for the numbers who have booked
- ◆ 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:** Assisted buffet style service, plated table d’hote meal, for food and drink.

Candidates will be required to identify and select the correct crockery, cutlery and glassware for the place settings on a minimum of **one** occasion for each style of service.

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

#### Outcome 4 — Performance Evidence

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

- ◆ arrive on time and dressed appropriately
- ◆ 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
- ◆ seek feedback from customers during and following their meal experience
- ◆ comply with current health and safety and food hygiene guidance

**Styles of service:** Assisted buffet style service, plated table d’hote meal for food and drink.

Candidates will be required to carry out each style of service on a minimum of **one** occasion. An assessor observation checklist must be used to provide evidence of performance.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for all Outcomes and a pro forma for recording customer feedback. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

## **National Unit Specification: support notes**

### **UNIT Hospitality: Front of House Operations (Intermediate 2)**

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

#### **GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT**

Practical activities for this Unit should be carried out either in a training restaurant, realistic working environment or the workplace, and should involve working with others in a team and provide opportunities to develop good working practice.

The focus of this Unit is practical vocational training. The Unit will develop team working skills and the skills required for working front of house, including the importance of good customer care. It will also allow them to use a range of equipment common in front of house. It will enable candidates to acquire a range of skills that, with subsequent practice, would allow progression to practical food service Units at Higher and food and drink SVQ Units at level 2.

Practical activities in this Unit could be delivered through a range of contexts to include: reception, reservations and food and drink service, in order to introduce candidates to the wider range of job roles that can be carried out front of house. Candidates will undertake the role of meeting and greeting customers, taking bookings, using the telephone and checking during and after service that the customer is satisfied with the meal experience. They will also be involved in calculating customer bills, cash transactions, and payment by cheque and credit card, and posting a bill to a customer account. This could take the form of posting a drinks order to an already opened customer account. The practical activities in this Unit will be associated with assisted buffet service, and plated table d'hote service styles.

It is essential that relevant aspects of health and safety and food hygiene procedures are explained and adhered to as part of the work of this Unit.

In addition to the vocational content, candidates should be encouraged to develop a positive approach to the employability skills identified by employers. These should be taught as an integral part of the Unit. Opportunities will arise while working front of house to highlight the importance of a positive attitude, good timekeeping, appropriate protective clothing, appearance, good communication skills, good customer care, working in a team, awareness of the skills of leadership, following instructions, and the application of health and safety and food hygiene procedures.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Front of House Operations (Intermediate 2)

Key areas of knowledge and skills development are:

- ◆ working as a member of a team in the restaurant
- ◆ working safely
- ◆ working hygienically
- ◆ cleaning effectively
- ◆ using equipment to set tables
- ◆ carrying out the service of food and drink
- ◆ carrying out cash transactions and calculating change
- ◆ carrying out credit card and cheque payments
- ◆ reception skills
- ◆ effective communication
- ◆ responding appropriately to others

#### Employability Skills

During this Unit, in addition to the specific vocational skills developed and assessed, candidates will have opportunities to develop the following employability skills:

- ◆ positive attitude to workplace and learning\*
- ◆ understand the importance of time keeping and attendance\*
- ◆ appropriate appearance\*
- ◆ good verbal communication\*
- ◆ good listening skills\*
- ◆ work cooperatively with others\*
- ◆ ability to work in a team\*
- ◆ self respect and showing respect and consideration for others
- ◆ following instructions\*
- ◆ adaptability and flexibility
- ◆ application of food hygiene and health and safety procedures\*
- ◆ planning and preparing for work
- ◆ confidence to seek feedback\*
- ◆ confidence to give feedback
- ◆ self-review and evaluation
- ◆ customer care skills\*
- ◆ efficient use of time and resources
- ◆ understanding roles and responsibilities in the workplace\*

Achievement in a number of these employability skills (those marked with an asterisk\*) will be clearly identified as a result of the evidence generated through the assessment activities for this Unit. There are opportunities in the Unit to develop the remaining skills.

The focus of the Unit is practical, and is based upon the candidate developing practical skills while interacting positively with customers and colleagues.

## National Unit Specification: support notes (cont)

### UNIT Hospitality: Front of House Operations (Intermediate 2)

Knowledge and understanding elements will be developed by carrying out practical activities in the setting and clearing of tables, handling payments including cash, credit card and cheque payments, and reception or reservations tasks being carried out. Candidates should also be involved in taking bookings, using the telephone and meeting and greeting customers. They should also be aware of the need for capturing customer satisfaction and feedback and the methods of carrying this out.

Communication skills involved in customer and colleague interaction will be developed and will include verbal and non-verbal methods.

In addition there will be opportunities during the Unit to discuss and develop an understanding of the importance of positive attitudes, appropriate appearance and the necessary employment skills required to work in the hospitality industry.

### GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

The requirements for the Unit should be discussed with candidates as part of the induction to the Unit. The main approach to learning and teaching should be practical and experiential. Candidates should be encouraged to learn through a variety of activities which are designed to enhance their awareness of the work and skills involved in working front of house.

Each part of learning/teaching should incorporate both theory and practice to facilitate learning, and all Outcomes should be integrated so that the candidate experience is holistic. However, it may be advisable to undertake the delivery of Outcomes 1 and 2 before commencing practical food service. Group discussions may be appropriate in order to identify methods commonly used by hospitality establishments to capture customer satisfaction and feedback. Candidates could also be encouraged to participate in a de-briefing session at the end of each food service activity. During this process they will become aware of the importance of having respect and consideration for others and they will build confidence in giving and receiving feedback. Lecturer support will be required to facilitate this.

The development of correct working practices must be demonstrated and emphasised. Candidates should be given clear instructions for each task to ensure that they are fully aware of what is expected of them.

It is strongly recommended that where candidates are taking the Unit as part of the Intermediate 2 Hospitality Course they should complete a log book, diary or structured worksheet to track the practical activities which they have participated in. This will provide them with a sound basis for completing the self-evaluation activities and assessment required in *Hospitality: Developing Skills for Working in Hospitality (Intermediate 2)*. Where this Unit is taken on a free-standing basis, this would also be good practice, which would encourage candidates to reflect on their performance in the workplace.

Hospitality terms commonly associated with the practical exercise should be explained and practised by the candidates. Opportunities should be taken to integrate the required knowledge of food hygiene and health and safety procedures in a real or simulated workplace environment. In this way, the food hygiene and health and safety procedures will not only be more relevant but will be more easily understood and remembered. The emphasis should always be on the practice of working safely and hygienically.



## National Unit Specification: support notes (cont)

### UNIT Hospitality: Front of House Operations (Intermediate 2)

Candidates should experience workplace conditions and should be encouraged to perform tasks and conduct themselves in a manner appropriate to the workplace. It is important to encourage candidates throughout the Unit to evaluate their own work and progress. They should be encouraged to seek advice and set themselves goals to build competence and confidence.

The Unit, therefore, should incorporate a variety of approaches to teaching and learning and may include:

- ◆ tutor demonstrations
- ◆ role play
- ◆ simulation
- ◆ practical activities
- ◆ a variety of resource materials
- ◆ reflection and evaluation
- ◆ structured worksheets

Practical activities should be carried out either in a realistic working environment or the workplace. This will involve working with others in a team and will develop skills and good working practices.

### OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates will be working as a member of a team and will learn how important it is to work cooperatively with others. They will also be involved in communicating with customers, handling payments and taking bookings. There will therefore be opportunities to develop aspects of the following Core Skills:

- ◆ Working with Others
- ◆ Communication
- ◆ Numeracy
- ◆ Problem Solving

Opportunities should be taken during this Unit to emphasise that employability skills developed and the relevant Core Skills indicated above are skills that apply to a wide range of situations both in everyday life and in employment.

### GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The Evidence Requirements are fully expressed in the mandatory section of this Unit Specification.

When delivering this Unit as part of the Intermediate 2 Hospitality Course, performance evidence for all Outcomes of this Unit could be integrated with *Hospitality: Developing Skills for Working in Hospitality (Intermediate 2)*. This would provide candidates with a sound basis for completing the self-evaluation activities and assessment required in *Hospitality: Developing Skills for Working in Hospitality (Intermediate 2)*. Where this Unit is taken on a free-standing basis this would also be good practice, which would encourage candidates to reflect on their performance in the workplace.

## **National Unit Specification: support notes (cont)**

### **UNIT Hospitality: Front of House Operations (Intermediate 2)**

Assessor observation checklists and other assessment records should be maintained and kept up to date to track candidate progress and provide evidence for internal and external verification purposes.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for all Outcomes. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

#### **Opportunities for the use of e-assessment**

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)* and *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

#### **CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).