

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.*

Administrative Information

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National Unit Specification: general information (cont)

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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

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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)

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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)

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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.

National Unit Specification: support notes

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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 introduce candidates to team work and the skills required for working front of house, including the importance of good customer care. It will also introduce them to a range of equipment used in the restaurant. It will enable candidates to acquire a range of skills that, with subsequent practice, would allow progression to practical food service Units at Intermediate 2 and food and drink SVQ Units at level 2.

The practical activities of this Unit should be relatively basic activities such as: buffet, assisted, and plated or tray service styles. Activities 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.

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.

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
- ◆ basic reception skills
- ◆ effective communication
- ◆ carrying out self-evaluation
- ◆ responding appropriately to others.

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 listening skills, good customer care, working in a team, following instructions, and an awareness of health and safety and food hygiene procedures.

National Unit Specification: support notes (cont)

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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:

- ◆ appropriate appearance*
- ◆ customer care skills*
- ◆ good verbal communication*
- ◆ ability to work in a team*
- ◆ ability to follow instructions*
- ◆ awareness of health and safety and food hygiene procedures*
- ◆ confidence to seek feedback*
- ◆ good listening skills*
- ◆ showing respect and consideration for others*
- ◆ showing a positive attitude including:
 - a willingness to learn
 - an interest in working front of house
- ◆ good time-keeping.

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.

Knowledge and understanding elements will be developed by carrying out practical activities in the setting and clearing of tables, handling payments and reception or reservations tasks carried out.

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

In addition there will be opportunities during the Unit to discuss and develop 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 teaching/learning should incorporate both theory and practice to facilitate learning, and all Outcomes should be integrated so that the candidate experience is holistic.

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.

National Unit Specification: support notes (cont)

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It is strongly recommended that where candidates are taking the Unit as part of the Intermediate 1 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 the Unit *Hospitality: Working in the Hospitality Industry*. Where this Unit is taken on a freestanding basis, this would also be good practice, which would encourage candidates to reflect on their performance in the workplace.

Common basic hospitality terms 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 context. In this way, the food hygiene and health and safety legislation 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.

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
- ◆ 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.

Core Skills

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 and handling payments. Aspects of the following Core Skills will be developed:

- ◆ Working with Others
- ◆ Communication
- ◆ Numeracy

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.

National Unit Specification: support notes (cont)

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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 1 Hospitality Course, performance evidence for all Outcomes of this Unit could be integrated with the Unit *Hospitality: Working in the Hospitality Industry*. This would provide candidates with a sound basis for completing the self-evaluation activities and assessment required in the Unit *Hospitality: Working in the Hospitality Industry*. Where this Unit is taken on a freestanding basis this would also be good practice, which would encourage candidates to reflect on their performance in the workplace.

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 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.

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).