



National Unit Specification

General information

Unit title: Food and Beverage Operations (SCQF level 6)

Unit code: J1NP 46

Superclass: NA

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Unit purpose

This unit is designed to give learners an in-depth understanding of advanced food and beverage service operations. This unit will enable learners to develop the product knowledge and practical skills needed to lead a small team in the delivery of a variety of complex service styles. This will include preparing for and delivering a professional food and beverage service, providing excellence in customer care, processing payments, clearing and reinstating the service area, reconciling cash and closing a restaurant at the end of service.

This unit is mandatory in the National Certificate (NC) in Hospitality Operations at SCQF level 6. It can also be undertaken as a standalone unit.

This unit is suitable for learners with no previous experience but who have an interest in pursuing a career in the hospitality industry. Good communication skills are essential.

This unit is also part of a progressive suite of units at SCQF levels 5, 6 and 7 that explore food and beverage operations in the hospitality industry.

Outcomes

On successful completion of the unit the learner will be able to:

- 1 Prepare an area for food and beverage service with minimal supervision.
- 2 Serve customers to operational standards with minimal supervision.
- 3 Clear and reinstate the service area with minimal supervision.
- 4 Close the restaurant at the end of service.

National Unit Specification: General information (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Credit points and level

2 National Unit credits at SCQF level 6 (12 SCQF credit points at SCQF level 6)

Recommended entry to the unit

At the discretion of the centre, however, good communication skills are essential in this unit and should be evident when considering entry to the unit. Learners would benefit from having achieved the unit *Food and Beverage Operations* at SCQF level 5 or have similar skills/experience, or qualifications.

Core Skills

Achievement of this Unit gives automatic certification of the following Core Skills component:

Core Skill component	Critical Thinking at SCQF level 5 Planning and Organising at SCQF level 4 Working Co-operatively with Others at SCQF level 5
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There are also opportunities to develop aspects of Core Skills which are highlighted in the Support Notes of this Unit specification.

Context for delivery

If this unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

This unit should be delivered as part of a food and beverage service, hospitality, or professional cookery award. It must be delivered in a real/realistic working environment that reflects a typical restaurant operation rather than simulated 'classroom' based delivery. The context should be a bistro or casual dining restaurant style of operation, with a complex menu. The learner should assume a team member role (eg, station head waiter, Chef de Rang) with responsibility for a range of tables and a small team of service staff.

The Assessment Support Pack (ASP) for this unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable assessment. Centres wishing to develop their own assessments should refer to the ASP to ensure a comparable standard. A list of existing ASPs is available to download from SQA's website (<http://www.sqa.org.uk/sqa/46233.2769.html>).

Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

National Unit Specification: Statement of standards

Unit title: Food and Beverage Operations (SCQF level 6)

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 SQA.

Outcome 1

Prepare an area for food and beverage service with minimal supervision.

Performance criteria

- (a) Ensure that the food and beverage service area, equipment and accompaniments are prepared and stocked
- (b) Ensure that staff are briefed and ready for service
- (c) Ensure the service area is ready and welcoming for customers

Outcome 2

Serve customers to operational standards with minimal supervision.

Performance criteria

- (a) Greet customers and take orders for food and beverages
- (b) Serve customers with food and beverages
- (c) Ensure tables and service area are maintained during service
- (d) Clear tables and service area

Outcome 3

Clear and reinstate the service area with minimal supervision.

Performance criteria

- (a) Ensure that the service items, food, accompaniments and equipment are cleared
- (b) Ensure that service equipment, furniture and area are cleaned and reinstated following service

Outcome 4

Close the restaurant at the end of service.

Performance criteria

- (a) Complete a stock check on service items
- (b) Ensure that all equipment has been switched off where appropriate, stock has been secured and waste removed/recycled
- (c) Ensure that payment receipts have been processed, accounted for (cashing up) and secured
- (d) Ensure that the area has been checked for potential fire hazards, lights, etc, switched off and the area made secure

National Unit Specification: Statement of standards (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Evidence requirements for this unit

Evidence is required to demonstrate that learners have achieved all outcomes and Performance Criteria (PC). Performance and knowledge (written/oral) evidence is required for this unit.

Performance evidence must be generated in a real or realistic working environment such as a training restaurant with 'real' customers and demonstrate learners' ability to work with minimal supervision throughout. It may be necessary for evidence to be generated over a number of sessions in order to cover all of the PCs.

Written/oral evidence should be produced to demonstrate the learner's knowledge of different service styles, menu types and product information.

For Outcome 1

Learners are required to demonstrate that they can:

- ◆ Ensure that the food and beverage service area, equipment and accompaniments are prepared and stocked (eg, bar stock, coffee service stock, etc) and ready for a specified service time
- ◆ Ensure that staff are briefed and ready for service
- ◆ Ensure the service area is ready and welcoming for customers

For Outcome 2

Learners are required to demonstrate that they can:

- ◆ Greet customers and take orders for food and beverages, to include:
 - Promoting daily specials, new items and accompaniments
 - Demonstrating appropriate product knowledge when explaining menu items
 - Handling dietary requirements and advising customers appropriately
- ◆ Serve customers with food and beverages, demonstrating excellence in customer care
- ◆ Ensure tables and service area are maintained during service
- ◆ Follow appropriate billing and payment procedures
- ◆ Clear tables and service area as appropriate

For Outcome 3

Learners are required to demonstrate that they can:

- ◆ Ensure that the service items, food, accompaniments and equipment are cleared
- ◆ Ensure that service equipment, furniture and area are cleaned and reinstated following service

National Unit Specification: Statement of standards (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

For Outcome 4

Learners are required to demonstrate that they can:

- ◆ Complete a stock check of service items
- ◆ Ensure that all equipment has been switched off where appropriate, stock has been secured and waste removed/recycled
- ◆ Ensure that payment receipts have been processed, accounted for (cashing up) and secured
- ◆ Ensure that the area has been checked for potential fire hazards, lights, etc, switched off and the area made secure



National Unit Support Notes

Unit title: Food and Beverage Operations (SCQF level 6)

Unit support notes are offered as guidance and are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this unit

This unit is designed to enable the learner to develop food and beverage service skills and product knowledge as required for working in a range of food and beverage service environments.

The learner will learn to work as part of food and beverage service team in a team leader role, such as a station head waiter, where there is minimal direction from a supervisor. All aspects of leading a small team to deliver a food and beverage service team should be covered, such as:

- ◆ Ensuring that there is appropriate preparation for a service
- ◆ Demonstrating excellence in customer care through a professional approach to food and beverage service
- ◆ Clearing and preparing the area for a follow on service
- ◆ Closing the service area down at the end of service to the required standard

Learners must be able to demonstrate a high level of understanding of a variety of styles of menu and service and be able to promote menu items to customers. Learners must also be able to demonstrate an understanding of a variety of dietary requirements and identify appropriate dishes for customers with dietary requirements.

The importance of ensuring that customer bills are presented, recorded and processed accurately should be covered. The procedures for the end of service should be stressed, ie:

- ◆ Ensuring that the area is cleared and closed down at the end of service
- ◆ Completing and recording cash reconciliation accurately

This unit, whilst mostly practical, also requires the learner to demonstrate knowledge of the main methods of cookery, food ingredients and dietary requirements of customers in order to explain menu items and recommend dishes to meet requirements. Knowledge of procedures for stock and cash security and recording should also be demonstrated.

Guidance on approaches to delivery of this unit

Teacher/lecturers should draw on not only their own knowledge and expertise when delivering this unit, but also the experiences of the learners.

National Unit Support Notes (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Visits to industry, visiting speakers and guest lecturers/demonstrations will be essential elements in the delivery of the unit and will help learners to put their learning into context and help to exemplify the variety of styles and service techniques used by in food and beverage operations.

This unit requires access to a real or realistic working environment in the form of a 'training restaurant' with associated kitchen and related ancillary service facilities.

Learners must investigate a variety of service and menu styles which may include variations on the traditional *table d'hôte* and *à la carte* styles along with set menus. These should include current examples from a variety of local and national hospitality industry operators.

Learners should be able to work as part of a team, in a team leading role and with a high level of autonomy or responsibility, to cover all aspects of the food and beverage service operation.

Learners should practice promoting dishes to customers by recommending menu items (eg, 'dish of the day', new menu items), or suggesting accompaniments. Advising customers on alternates based on dietary requirements should also be covered.

Learners need to be able to describe dishes in terms of main ingredients and main cooking methods, and to understand the typical dietary requirements of their customers and meet regulations on food allergens (refer to current food allergen regulations and guidance — at time of publication this can be found on <http://www.foodstandards.gov.scot/business-and-industry/safety-and-regulation/food-allergies-1>)

The teacher/lecturer could approach all of this by demonstration, enabling practice for the learners, and by running a 'live' restaurant with paying customers. By taking the learner through the entire process of delivering a food and beverage service operation the teacher/lecturer will enable the learner to develop appropriate skills for employment as a team leader or in a role where a degree of autonomy and responsibility is involved. It is essential that the conventions of service are developed (serve from the left, clear from the right, etc) and that learners develop the skills to professionally clear a table of at least four covers without haphazard piling of plates and repeated dropping of cutlery, crockery or remaining food items. Learners should be able to deliver exceptional customer care and also develop skills to serve food without having to ask 'who is having the fish' type questions but rather to be able to serve the items as ordered.

Whilst this unit does not require the learner to be able to **make** a variety of beverages, it would be expected that during the unit they would learn a range of non-alcoholic beverages typically available in a 'bistro' style establishment (ie, typical barista style coffee and tea services, etc). Learners would be expected to recognise and serve a variety of these beverages in line with current industry trends.

This unit requires mostly practical activity, but research (either in groups or individually) could be used to develop knowledge and understanding of the main ingredients and cookery methods of a variety of menu items, as well as customers' dietary requirements. This research could also be used to develop communication and/or ICT skills through short reports, presentations, information booklets or posters, charts of allergens, etc.

National Unit Support Notes (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Communication and customer care skills should be commensurate with a team leading role.

The following table may help the teacher/lecturer put the unit into context in the hierarchy of food and beverage service units. This table covers more than is required for this unit and should **not** be seen as 'table of contents'.

National Unit Support Notes (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Topic	Level 4	Level 5	Level 6	Level 7
Food service area preparation	Under direction prepare an area including tables as appropriate for a simple food service	Under limited direction prepare an area including tables as appropriate for a variety of service styles	Under minimal direction prepare an area including tables as appropriate for a complex food service	Direct teams in the preparation and set up of areas for food and beverage service
Taking orders for food and beverage from customers	Accurately take order from smaller groups and from a simple menu and process to kitchen	Accurately take order from larger/complex group from a range of menus and process to kitchen	Accurately take orders from large/complex groups from a complex menu choice, recommending dishes and options, and processing to kitchen	Accurately take orders from large/complex groups from a complex menu choice, recommending dishes and options, and processing to kitchen
Food service skills	Under direction, carry plate to table and present to guest	Under limited direction carry plate to table and present to guest without having ask (who's having the fish?) Provide additional service as appropriate eg, present bread, etc	Under minimal direction serve complex dishes, accompaniments, sauces, etc. without having to ask, and with appropriate discretion and communication with guests	Direct and lead teams to serve complex dishes, accompaniments, sauces, etc. without having to ask, and with appropriate discretion and communication with guests
Payments handling	Simple payment handling and giving change accurately	Process complex payments and give change accurately	Process complex payments, give change accurately, and cash up after service	Lead and develop teams to process complex payments, give change accurately, and cash up after service
Food service area clearing and re-setting	Under direction clear, clean and re-set the service area	Under limited direction clear, clean and re-set the service area	Under minimal direction clear, clean and re-set the service area to high standard	Lead and direct teams to clear, clean and re-set the service area to high standards

National Unit Support Notes (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Topic	Level 4	Level 5	Level 6	Level 7
Customer care	Acknowledge and greet customers, present menus, converse with customers appropriately	Follow organisations standards, including personal presentation. Greet/welcome customers, seat at appropriate table, present appropriate menus, offer drinks, bread, etc, as appropriate; communicate with customers at appropriate level. Offer house specials as appropriate	Follow organisations standards. Greet/welcome customers, seat at appropriate tables, present appropriate menus, accompaniments, (bread, etc) offer drinks and guide menu choice or explain menu items as required. Upsell items as appropriate	Lead and develop teams to greet/welcome customers, seat at appropriate tables, present appropriate menus, accompaniments, (bread, etc) offer drinks and guide menu choice or explain menu items as required. Upsell items as appropriate
Food product knowledge	Basic understanding of menu items	Understanding of menu items, ingredients, cooking process, presentation and accompaniments	Detailed knowledge and understanding of menu items, ingredients, cooking processes, flavours, presentation and accompaniments	Lead and develop teams in developing and demonstrating detailed knowledge and understanding of menu items, ingredients, cooking processes, flavours, presentation and accompaniments
Preparing/ making and serving non-alcoholic beverages	Under direction prepares and serves simple beverages to organisation standard	Under limited direction accurately prepares and serves a range of beverages	Working mainly on own initiative accurately prepares and serves a wide range of complex beverages; sets up and closes down barista style equipment	Leads and develops team to be able to accurately prepare and serve a wide range of complex beverages; sets up and closes down barista style equipment

National Unit Support Notes (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Topic	Level 4	Level 5	Level 6	Level 7
Preparing/ making and serving alcoholic beverages	Under direction prepares and serves simple beverages to organisation standard	Under limited direction accurately prepares and serves a range of beverages	Working mainly on own initiative accurately prepares and serves a wide range of complex beverages; sets up and closes down barista style equipment	Leads and develops team to be able to accurately prepare and serve a wide range of complex beverages; sets up and closes down barista style equipment
Preparing a bar area for service and clearing a bar area following service	Under direction prepares a bar area for service of non-alcoholic and alcoholic beverages	Under limited direction prepares a bar area for service of non-alcoholic and alcoholic beverages, including stock replenishment	Under minimal direction, and working mainly on own initiative prepares a bar area for service of non-alcoholic and alcoholic beverages, including stock replenishment	Lead and direct teams to prepare a bar area for service of non-alcoholic and alcoholic beverages, including stock replenishment
Stocking and control of bar stocks		Understanding of the impact of waste on a business	Understands stock control and impact of wastage on a business, can calculate stock usage and prepare appropriate financial records (including cash up procedures)	Leads and develops teams in understanding stock control and the impact of wastage on a business, can calculate stock usage and prepare appropriate financial records (including cash up procedures) and present findings to managers as appropriate. Can identify issues and resolve as appropriate

National Unit Support Notes (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Topic	Level 4	Level 5	Level 6	Level 7
Beverage product knowledge	Limited product knowledge	Recognises and can recommend products from menu range	Knows and understands menu range, can make suggestions of alternative items, has knowledge of smells, tastes and production of variety of beverages; can recommend menu items (including mixology) based on knowledge and experience	Has detailed product knowledge (appearance, flavour, production, storage, management, etc) of a wide range of items; can develop appropriate beverage lists (wines, bar, non-alcoholic, etc). Can lead and develop (train) team members in appropriate product knowledge
Type of venue envisaged	Café; small restaurant with limited menu choices	Café Bistro or restaurant with mix of (e.g. TDH and ALC) style menus	Restaurant with element of 'fine' dining and/or range of styles and formats (functions, restaurants, bars, café, etc.)	Ability to lead team in a variety of environments
Suggested minimum number of credits to develop knowledge and skills	2 — food and beverage service	4 (plus prior level) — food and beverage service plus product knowledge	6 (including 2 from prior level or experience) — food and beverage service plus product knowledge	6 (emphasis is on leading and developing team, which requires appropriate service and product knowledge) — food and beverage service, product knowledge, leading and developing teams

National Unit Support Notes (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Guidance on approaches to assessment of this unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Most of this unit requires performance evidence, which could be recorded on a checklist supplemented by photographs or video with commentary. Elements of knowledge and understanding may be evidenced through performance, but in order to avoid artificially created scenarios, it would be more appropriate to use questioning, presentations/reports or portfolios of evidence to assess knowledge and understanding.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

Opportunities for 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 Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the evidence requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Opportunities for developing Core and other essential skills

Communication: Oral Communication at SCQF level 5

For all outcomes, learners are required to lead a team to prepare for and deliver a food and beverage service in a casual dining environment. They will brief team members prior to service. They will also greet customers and communicate effectively with them to take their orders, promote additional products, make recommendations and provide advice to customers with dietary requirements. In addition, learners will present customers with their bills and process the payments. Therefore, they will be demonstrating the Core Skill component of Oral Communication at SCQF level 5.

Numeracy: Using Number at SCQF level 4

For Outcome 2, learners will apply a range of straightforward numerical skills when presenting customers with their bills and processing their payments. In addition, for Outcome 4, learners will process and reconcile payment receipts (ie, cash up) at the end of service. Therefore, they will be demonstrating the Core Skill component of Using Number at SCQF level 4.

National Unit Support Notes (cont)

Unit title: Food and Beverage Operations (SCQF level 6)

Information and Communication Technology: Accessing Information at SCQF level 4

Learners are likely to use the internet to investigate different service and menu styles offered by a range of hospitality businesses. Learners may also use online sources to research dietary requirements and dishes that are suitable alternatives to offer customers with a variety of dietary requirements. Therefore, they will be demonstrating the Core Skill component of Accessing Information level 4.

Problem Solving: Critical Thinking at SCQF level 5

For all outcomes, learners are required to lead a team to prepare for and deliver a food and beverage service, follow end of service procedures to clear and reinstate the service area, and ensure that payment receipts have been processed, accounted for (cashing up) and secured. This will involve following organisational standards, identifying service requirements (eg, correct service equipment, table set-up, cutlery, crockery, accompaniments, stock checking, etc). In addition, learners will provide customers with information on menu items, including making recommendations and advising on alternatives to meet dietary requirements. In doing these tasks learners will be demonstrating the Core Skill component of Critical Thinking at SCQF level 5.

Problem Solving: Planning and Organising at SCQF level 5

For all outcomes, learners are required to lead a team to prepare for and deliver a food and beverage service, and follow end of service procedures to clear and reinstate the service area and process and reconcile payment receipts; therefore they will be demonstrating the Core Skill component of Planning and Organising at SCQF level 5.

Working with Others: Working Co-operatively with Others at SCQF level 5

For all outcomes as learners will assume the role of a team leader to prepare for and deliver a food and beverage service, follow end of service procedures to reinstate the service area and close the restaurant. They will also interact with customers to take food/beverage orders, provide advice and make recommendations on menu items. In doing so, they will be demonstrating the Core Skill component of Working Co-operatively with Others at SCQF level 5.

The Critical Thinking component of Problem Solving at SCQF level 5, Planning and Organising component of Problem Solving at SCQF level 4 and Working Co-operatively with Others component of Working with Others at SCQF level 5 are embedded in this unit. When a learner achieves these units, their Core Skills profile will also be updated to include these components.

History of changes to unit

Version	Description of change	Date
02	Core Skills Components Critical Thinking at SCQF level 5, Planning and Organising at SCQF level 4 and Working Co-operatively with Other at SCQF level 5 embedded.	17/5/19

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General information for learners

Unit title: Food and Beverage Operations (SCQF level 6)

This section will help you decide whether this is the Unit for you by explaining what the unit is about, what you should know or be able to do before you start, what you will need to do during the unit and opportunities for further learning and employment.

This unit is designed to give you an in depth understanding of advanced food and beverage service operations. This unit will enable you to develop the product knowledge and practical skills needed to lead a small team in the delivery of a variety of complex service styles. This will include preparing for and delivering a professional food and beverage service, providing excellence in customer care, processing payments, clearing and reinstating the service area, reconciling cash and closing the restaurant at the end of service.

This unit is suitable for learners with no previous experience but who have an interest in pursuing a career in the hospitality industry. However, good communication and organisational skills are essential.

You do not need to have previous experience to undertake this unit, but good communication skills are essential.

Completion of this unit will also enable you to develop the following Core Skills:

- ◆ *Communication*: Oral Communication at SCQF level 5
- ◆ *Numeracy*: Using Number at SCQF level 4
- ◆ *Information and Communication Technology*: Accessing Information at SCQF level 4
- ◆ *Problem Solving*: Critical Thinking at SCQF level 5
- ◆ *Problem Solving*: Planning and Organising at SCQF level 5
- ◆ *Working with Others*: Working Co-operatively with Others at SCQF level 5

This unit is also part of a progressive suite of units at SCQF levels 5, 6 and 7 that explore food and beverage operations in the hospitality industry.

The Critical Thinking component of Problem Solving at SCQF level 5 and Planning and Organising component of Problem Solving at SCQF level 4 and Working Co-operatively with Others component of Working with Others at SCQF level 5 are embedded in this unit. When a learner achieves these units, their Core Skills profile will also be updated to include these components.