

Food and Beverage Services NC II

Course Description

The **FOOD AND BEVERAGE SERVICES NC II** Qualification consists of competencies that a person must achieve to prepare the dining room/restaurant for service, welcome guests and take food and beverage orders, promote food and beverage product, provide food and beverage services to guests, provide room service and receive and handle guest concern.

Nominal Duration

• Basic Competencies	68 hrs.
• Common Competencies	80 hrs.
• Core Competencies	236 hrs.
• Supervise Work Based Training	80 hrs.
• Institutional Assessment	16 hrs.

TOTAL 480 hrs.

A person who has achieved this qualification is competent to be:

- **Waiter**
- **Food and Beverage Attendant**

TRAINEE ENTRY REQUIREMENTS:

- At least 16 years of age
- Physically and mentally fit
- Can communicate in English. Both Oral and Written
- Can perform basic mathematical computations
- At least 5' 2" in height and with pleasing personality
- Must undergo Career Profiling and Trainability Evaluation

TWC Training is guided by the ten (10) basic principles of Competency-Based Training (CBT) delivery.

1. The training is based on curriculum developed from the competency standards;
2. Learning is modular in its structure;
3. Training delivery is individualized and self-paced;
4. Training is based on work that must be performed;
5. Training materials are directly related to the competency standards and the curriculum modules;
6. Assessment is based in the collection of evidence of the performance of work to the industry required standard;
7. Training is based on both on and off-the-job components;

8. Allows for recognition of prior learning (RPL) or current competencies;
9. Training allows for multiple entry and exit; and
10. Approved training programs are Nationally Accredited

Course Structure

BASIC COMPETENCIES

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
• Participate in workplace communications	• Participating in workplace communications	<ul style="list-style-type: none"> • Follow routing spoken messages • Perform workplace duties following written notices • Obtain and convey workplace information • Complete relevant work-related documents • Participate in workplace meeting and discussion applying gender-fair language 	20 hrs
• Work in a team environment	• Observing gender sensitivity in the workplace	<ul style="list-style-type: none"> • Discuss the differences between sex and gender • Discuss gender identity & sexual orientation • Analyse the different manifestations of gender inequality in TVET, in society and enterprises • Discuss gender & rights based approach to sexual & reproductive health including HIV-AIDS awareness and prevention 	12 hrs
	• Working in a team environment	<ul style="list-style-type: none"> • Describe team role and scope • Identify individual role & responsibilities within a team • Develop effective workplace relationship including personal values & beliefs related to gender • Work as a team member • Contribute to work group activities 	4 hrs
• Practice career professionalism	• Demonstrating work and entrepreneurial values and gender sensitivity	<ul style="list-style-type: none"> • Describe the purpose of work / enterprise • Identify and deal with ethical problems • Apply work/entrepreneurial values and gender/ethics sensitivity • Maintain integrity of conduct in the workplace 	4 hrs
	• Practicing career professionalism	<ul style="list-style-type: none"> • Integrate gender perspectives and personal and organizational goals • Set and meet work priorities • Maintain professional growth and development 	4 hrs

Course Structure

BASIC COMPETENCIES

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
• Practice occupational health and safety procedures	• Practicing basic housekeeping procedures	<ul style="list-style-type: none"> • Sort and remove unnecessary items • Arrange items • Maintain work areas, tools and equipment • Follow standardization work process and procedures • Perform work spontaneously 	12 hrs
	• Practicing occupational health and safety procedures	<ul style="list-style-type: none"> • Identify hazards and risks including those from climate change • Evaluate hazards and risks including those from climate change • Control hazards and risks including those from climate change • Maintain occupational health and safety awareness including women's issues/ concerns relative to OSH 	12 hrs

Course Structure

COMMON COMPETENCIES

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
• Develop and update industry knowledge	• Developing and updating industry knowledge	<ul style="list-style-type: none"> • Identify and access key resources of information on the industry • Access apply and share industry information • Update continuously relevant industry knowledge 	8 hrs
• Observe workplace hygiene procedures	• Observing workplace hygiene procedures	<ul style="list-style-type: none"> • Practice personal grooming and hygiene • Practice safe and hygienic handling, storage and disposal of food, beverage and materials 	16 hrs
• Perform computer operations	• Performing computer operations	<ul style="list-style-type: none"> • Identify and explain the functions, general features and capabilities of both hardware and software undertaken • Prepare and use appropriate hardware and software according to task requirement • Use appropriate devices and procedures to transfer files/ data • Produce accurate and complete data according to requirements • Maintain computer system 	24 hrs
• Perform workplace and safety practices	• Performing workplace and safety practices	<ul style="list-style-type: none"> • Practice workplace safety, security and hygiene systems, processes and operation • Respond appropriately to faults, problems and emergency situations • Maintain safe personal presentation standards 	16 hrs

Course Structure

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
• Provide effective customer service	• Providing effective customer service	<ul style="list-style-type: none"> • Apply effective verbal and non-verbal communication skills to respond to customer needs • Provide prompt and quality service to customer • Handle queries promptly and correct in line with enterprise procedures • Handle customer complains, evaluation and recommendations 	16 hrs

CORE COMPETENCIES

Unit of Competency	Module Title	Learning Outcomes	Nominal Duration
• Prepare the dining room/ restaurant area for service	• Preparing the dining room/ restaurant area for service	<ul style="list-style-type: none"> • Take table reservation • Prepare service stations and equipment • Set-up the tables in the dining area • Set the mood/ambiance of the dining area 	80 hrs
• Welcome guests and take food and beverage orders	• Welcoming guests and take food and beverage orders	<ul style="list-style-type: none"> • Welcome and greet guests • Seat the guest • Take food and beverage orders • Liaise between kitchen and service areas 	16 hrs
• Promote food and beverage products	• Promoting food and beverage products	<ul style="list-style-type: none"> • Know the product • Undertake suggestive selling • Carry out upselling strategies 	16 hrs
• Provide food and beverage services to guests	• Providing food and beverage services to guests	<ul style="list-style-type: none"> • Serve food orders • Assist the diners • Perform banquet or catering food service • Serve beverage orders • Process payments and receipts • Conclude food service and close down dining area 	76 hrs
• Provide room service	• Providing room service	<ul style="list-style-type: none"> • Take and process room service orders • Set up trays and trolleys • Present and serve food and beverage orders to guests • Present room service account • Clear away room service equipment 	24 hrs
• Receive and handle guest concerns	• Receiving and handling guest concerns	<ul style="list-style-type: none"> • Listen to the complaint • Apologize to the guest • Take proper action on the complaint • Record complaint 	24 hrs



TESDA Women's Center

VISION

“TESDA Women's Center is the lead TVET Institution of excellence in empowering Filipino women.”

MISSION

“As the lead TVET Institution of excellence in women empowerment, TESDA Women's Center advocates and provides programs and services geared towards quality-assured, inclusive and gender-fair TVET.”

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