



Tertiary and Vocational Education Commission

National Competency Standards and Curriculum For Food and Beverage Services (Assistant Steward) NVQ Level 2



Course synopsis

This course is designed to introduce students to careers in the field of food and beverage services. It is intended to cover the competencies required to provide proficient and professional Food & Beverage service to guests by meeting and also exceeding their expectations. It includes personal grooming and hygiene, restaurant arrangement, serving food and beverage, bar operations and carrying out banquet functions.

Course Title	Course Duration
Food and Beverage Services (Assistant Steward)	3 months
<p>Job outlook, objectives of the course and career paths available following completion of the course</p> <p>As the tourism industry of Sri Lanka has been growing significantly in the recent years, it has become clear that there must also be improvement of hotel sector and related services. Though the demand for stewards is increasing day by day, there are severe shortages, and well trained stewards are not easy to find. The steward is one of the most important persons in the hotel sector and the quality of the place depends on the service provided by him/ her. The service rendered by the steward is paramount as he/ she has direct customer contact for protracted periods.</p> <p>This is a basic course designed to fill the gap. It will be delivered in English medium and in addition to ensuring personal grooming and hygiene, will provide basic training as to restaurant arrangement, serving food and beverage, bar operations and carrying out banquet functions.</p> <p>Career paths available following completion of the course</p> <ul style="list-style-type: none"> • Assistant steward • Steward • Supervisor- Food and Beverage • Restaurant Manager 	

Competence-based modules to be covered:

- 1. Maintain personal grooming, hygiene and work place safety**
This module covers the competencies required to ensure cleanliness and a satisfying appearance, along with ensuring hygiene and work place safety
- 2. Carry out mise-en-place for food and beverage service**
This module covers the competencies required to carry out mise en place of food & beverage serving economically and under hygienic conditions and ensuring safety of self, others and equipment
- 3. Serve food**
This module covers the competencies required to serve food including beverages under hygienic conditions while ensuring safety and care of self, others and equipment
- 4. Carry out wine service**
This module covers the competencies required to carry out wine service while adhering to wine serving traditions ensuring safety and care of self, others and equipment
- 5. Serve food and beverages to rooms-(In Room Dining-IRD)**
This module covers the competencies required to serve food and beverages to rooms under hygienic conditions and ensure safety and care of self, others and equipment
- 6. Perform activities related to bar operation**
This module covers the competencies required to perform activities related to bar operations in a range of hospitality enterprises ensuring safety and care of self, others and equipment.
- 7. Prepare and serve cocktails**
This module covers the competencies required to perform activities related to preparation and serving of cocktails/mixed drinks in a range of hospitality contexts ensuring safety of self, others and equipment.
- 8. Carryout Banquet Functions**
This module covers the competencies required to perform activities related to carryout banquet functions in a range of hospitality contexts ensuring safety of self, others and equipment.
- 9. Career Skills including English Communication**
This module is compulsory in all NVQ Level 2 courses. It develops oral communication skills in English and helps students to prioritize their work and develop routines that contribute to efficiency.

Module Title	Course Duration
1. Maintain personnel grooming, hygiene and work place safety	30hrs
<p>Objectives of the module;</p> <p>This module covers the competencies required to maintain personal grooming, hygiene and work place safety</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> 1. Maintain personnel grooming <ul style="list-style-type: none"> • Keep hair short, proper hair style, face cleaned, shaven • Wear cleaned and properly pressed uniform • Wear well-polished shoes and proper socks • Wear appropriate jewelry during service hours 2. Maintain personal hygiene <ul style="list-style-type: none"> • Keep nails short and clean • Avoid body odour and mouth odour • Keep clean and neat hands • Properly cover/dress any wound in any part of the body 3. Adhere to work place safety and cleanliness <ul style="list-style-type: none"> • Follow manufacturer’s instructions and guide lines in respect of electrical appliances and other food and beverage equipment • Handle fire extinguishers, know and communicate their locations, fire exits and assembly points appropriately • Transport food and beverage equipment, glassware, crockery cutlery with care and safely • Maintain food and beverage equipment regularly to ensure proper working condition • Check cleanliness of the work place 	
Recommended teaching methods :	Role plays, simulation, real work situation, demonstration, guided practice

Module Title	Course Duration
2. Carry out mise-en place for food and beverage service	40hrs
Objectives of the module	
<p>This module covers the competencies required to carry out mise en place of food & beverage serve economically and under hygienic conditions and ensure safety of self, others and equipment</p>	
Competencies to be covered:	
<ol style="list-style-type: none"> 1. Arrange restaurant area for service <ul style="list-style-type: none"> • Clean walls, floor and fittings • Arrange equipment • Arrange furniture in accordance with customer convenience and easy access • Collect and place linen • Polish and place cutlery, crockery, glass ware & silver ware 2. Prepare Side Station 3. Set tables in the restaurant <ul style="list-style-type: none"> • Identify required table set up as per the menu, no. of covers, and/or special customer requests • Set table cloths (dressed), napkins, cruet sets, table decoration, table reserve tags etc • Arrange glassware, crockery and cutlery 4. Check operating equipment in the restaurant (A/C, lights, pipe music, coffee machine, trolleys, fridges, plate warmers, ice cube machine, etc) 	
Recommended teaching methods :	Simulation, real work situation, demonstration, guided practice

Module Title	Course Duration
3. Serve food	80hrs
Objectives of the module This module covers the competencies required to serve food including beverages under hygienic conditions while ensuring safety of self, others and equipment	
Competencies to be covered: <ol style="list-style-type: none">1. Greet and seat guest2. Take and place food order3. Carry out service procedure4. Carry out clearance procedure5. Carry out billing procedure6. Bid farewell to guests7. Close down the service	
Recommended teaching methods :	Simulation, real work situation, demonstration, guided practice

Module Title	Course Duration
4. Carry out wine service	20hrs
<p>Objectives of the module</p> <p>This module covers the competencies required to carry out wine service while adhering to wine serving traditions ensuring safety of self, others and equipment</p>	
<p>Competencies to be covered:</p> <ol style="list-style-type: none"> 1. Greet and seat guest 2. Advise guests on wine and take orders 3. Carry out wine service procedure 4. Carry out billing procedure 5. Close down the service 	
Recommended teaching methods :	Simulation, real work situation, demonstration, guided practice

Module Title	Course Duration
5. Serve food and beverages to rooms- (In Room Dining-IRD)	20hrs
Objectives of the module	
This module covers the competencies required to serve food and beverages to rooms under hygienic conditions and ensure safety of self, others and equipment	
Competencies to be covered:	
<ol style="list-style-type: none"> 1. Take and process orders 2. Arrange food/beverages and service equipment 3. Present food and beverage to guests 4. Present room service bill 5. Carry out clearing procedure 	
Recommended teaching methods :	Simulation, real work situation, demonstration, guided practice

Module Title	Course Duration
6. Perform activities related to bar operation	40 hrs
Objectives of the module	
This module covers the competencies required to perform activities related to bar operations in a range of hospitality enterprises ensuring safety of self, others and equipment	
Competencies to be covered: <ol style="list-style-type: none"> 1. Open the bar 2. Arrange bar for service and serve alcoholic beverages to guests 3. Maintain stocks and stock sheets 4. Carry out billing procedure 5. Close down bar operation 	
Recommended teaching methods :	Simulation, real work situation, demonstration, guided practice

Module Title	Course Duration
7. Prepare and serve cocktails	30hrs
Objectives of the module	
<p>This module covers the competencies required to perform activities related to preparing and serving cocktails/mixed drinks in a range of hospitality contexts ensuring safety of self, others and equipment. It reflects the role of a bar attendant/tender</p>	
Competencies to be covered:	
<ol style="list-style-type: none">1. Carryout mise-en place2. Prepare cocktails3. Serve cocktails	
Recommended teaching methods :	Simulation, real work situation, demonstration, guided practice

Module Title	Course Duration
I. Carryout Banquet Functions	60hrs
Objectives of the module	
<p>This module covers the competencies required to perform activities related to carry out banquet functions in a range of hospitality contexts ensuring safety of self, others and equipment. It reflects the role of a bar attendant/tender</p>	
Competencies to be covered:	
<ol style="list-style-type: none">1. Mise-en- place2. Follow service procedure3. Follow clearance and close down procedure	
Recommended teaching methods :	Simulation, real work situation, demonstration, guided practice

Module Title	Course Duration
Career Skills including English Communication	At least 60 hours in 3 month course
<p>Objectives of the module This module is compulsory in all NVQ Level 2 courses. It develops oral communication skills in English and helps students to prioritize their work and develop routines that contribute to efficiency.</p>	
<p>Competencies to be covered</p> <p>a Understand and use simple expressions to communication This subject provides the necessary communication skills so that students can introduce themselves and interact with others, and can respond to simple questions and follow simple instructions, describe people, places, tools.</p> <p>b Read and write effectively This subject provides the necessary skills to find and understand the information given in a text, to understand notices, instructions and information, to take down short messages and write simple descriptions.</p> <p>c. Use English correctly This subject is not taught separately but is included in the development of the productive and receptive skills above, since awareness of the structure of the language is necessary for these The development of appropriate vocabulary is also targeted to deploy the above skills</p> <p>d. Develop the capacity to think and plan productively This subject develops cognitive abilities and skills with regard to effective work, with strengthening of thinking skills, recognition of systems, making deductions etc</p> <p>e. Develop effective working capacity This subject develops the capacity to work effectively individually and in collaboration with others through building the sense of individual responsibility, and accountability within a working group</p>	