TRAINING REGULATIONS

FOOD AND BEVERAGE SERVICES NC II

TOURISM SECTOR
(HOTEL AND RESTAURANT)

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
East Service Road, South Superhighway, Taguig City, Metro Manila

Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)

Section 22, "Establishment and Administration of the National Trade Skills Standards" of RA 7796 known as the TESDA Act of 1994 mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry groups and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serve as basis for the:

1. Competency assessment and certification;
2. Registration and delivery of training programs; and
3. Development of curriculum and assessment instruments.

Each TR has four sections:

Section 1   Definition of Qualification - refers to the group of competencies that describes the different functions of the qualification.

Section 2   Competency Standards - gives the specifications of competencies required for effective work performance.

Section 3   Training Standards - contains information and requirements in designing training program for the Qualification. It includes curriculum design, training delivery; trainee entry requirements; tools, equipment and materials; training facilities; trainer's qualification and institutional assessment.

Section 4   National Assessment and Certification Arrangements - describes the policies governing assessment and certification procedures.

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FOOD AND BEVERAGE SERVICES NC II

SECTION 1   FOOD AND BEVERAGE SERVICES NC II QUALIFICATION

The **FOOD AND BEVERAGE SERVICES NC II** Qualification consists of competencies that a person must achieve to provide food and beverage service to guests in various food and beverage service facilities.

This Qualification is packaged from the competency map of the **Tourism Sector (Hotel and Restaurant)** as shown in Annex A

The Units of Competency comprising this Qualification includes the following:

CODE NO.	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

CODE NO.	COMMON COMPETENCIES
TRS311201	Develop and update industry knowledge
TRS311202	Observe workplace hygiene procedures
TRS311203	Perform computer operations
TRS311204	Perform workplace and safety practices
TRS311205	Provide effective customer service

CODE NO.	CORE COMPETENCIES
TRS512387	Prepare the dining room/restaurant area for service
TRS512388	Welcome guests and take food and beverage orders
TRS512389	Promote food and beverage products
TRS512390	Provide food and beverage services to guests
TRS512391	Provide room service
TRS512392	Receive and handle guest concerns

A person who has achieved this Qualification is competent to be a:

❑ Waiter
❑ Food and Beverage Service Attendant

SECTION 2   COMPETENCY STANDARDS

This section details the contents of the basic, common and core units of competency required in **FOOD AND BEVERAGE SERVICES NC II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY	:	PARTICIPATE IN WORKPLACE COMMUNICATION
UNIT CODE	:	**500311105**
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from ***appropriate sources*** 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate ***medium*** is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and ***storage*** of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Speak English at a basic operational level	2.1 Simple conversations on familiar topics with work colleagues is participated 2.2 Simple verbal instructions or requests are responded to 2.3 Simple requests are made 2.4 Routine procedures are described 2.5 Likes, dislikes and preferences are expressed 2.6 Different forms of expression in English is identified
3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time 3.2 Own opinions are clearly expressed and those of others are listened to without interruption 3.3 Meeting inputs are consistent with the meeting purpose and established ***protocols*** 3.4 ***Workplace interactions*** are conducted in a courteous manner 3.5 Questions about simple routine workplace procedures and maters concerning working conditions of employment are asked and responded to 3.6 Meetings outcomes are interpreted and implemented
4. Complete relevant work related documents	4.1 Range of ***forms*** relating to conditions of employment are completed accurately and legibly 4.2 Workplace data is recorded on standard workplace forms and documents 4.3 Basic mathematical processes are used for routine calculations 4.4 Errors in recording information on forms/ documents are identified and properly acted upon 4.5 Reporting requirements to supervisor are completed according to organizational guidelines

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face to face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Prepared written communication following standard format of the organization
	1.2 Accessed information using communication equipment
	1.3 Spoken English at a basic operational level
	1.4 Made use of relevant terms as an aid to transfer information effectively
	1.5 Conveyed information effectively adopting the formal or informal communication
2. Required knowledge	2.1 Effective communication
	2.2 Different modes of communication
	2.3 Written communication
	2.4 Organizational policies
	2.5 Communication procedures and systems
	2.6 Technology relevant to the enterprise and the individual's work responsibilities
3. Required Skills	3.1 Follow simple spoken language
	3.2 Perform routine workplace duties following simple written notices
	3.3 Participate in workplace meetings and discussions
	3.4 Complete work related documents
	3.5 Estimate, calculate and record routine workplace measures
	3.6 Basic mathematical processes of addition, subtraction, division and multiplication
	3.7 Ability to relate to people of social range in the workplace
	3.8 Gather and provide information in response to workplace requirements
4. Resource Implications	4.1 Fax machine
	4.2 Telephone
	4.3 Writing materials
	4.4 Internet
5. Methods of Assessment	5.1 Direct Observation
	5.2 Oral interview and written test
6. Context of Assessment	6.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : WORK IN TEAM ENVIRONMENT

UNIT CODE : 500311106

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	
1. Describe team role and scope	1.1	The *role and objective of the team* is identified from available *sources of information*
	1.2	Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1	Individual role and responsibilities within the team environment are identified
	2.2	Roles and responsibility of other team members are identified and recognized
	2.3	Reporting relationships within team and external to team are identified
3. Work as a team member	3.1	Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives
	3.2	Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and *workplace context*
	3.3	Observed protocols in reporting using standard operating procedures
	3.4	Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.
4. Work effectively with colleagues	4.1	Information is communicated clearly and in concise manner using *appropriate communication techniques*
	4.2	Relationships are established and maintained effectively with colleagues
	4.3	Work activities are performed within the team to ensure achievement of team goals
5. Work in socially diverse environment	5.1	Customers and colleagues from diverse backgrounds are communicated with, in all verbal and non-verbal forms
	5.2	Cross cultural misunderstandings are dealt with, taking account of cultural considerations

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Client/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines
4. Appropriate communication techniques	May include: 4.1 Use of active listening 4.2 Use of both open and closed questions 4.3 Speaking clearly and concisely 4.4 Using appropriate language and tone of voice 4.6 Being attentive

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Operated in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Worked in socially diverse environment 1.4 Conveyed information in written or oral form 1.5 Selected and used appropriate workplace language 1.6 Followed designated work plan for the job 1.7 Reported outcomes
2. Required Knowledge	2.1 Communication process 2.2 Team structure 2.3 Team roles 2.4 Group planning and decision making 2.5 Specific diversity issues
3. Required Skills	3.1 Communicate appropriately, consistent with the culture of the workplace
4. Resource Implications	The following resources MUST be provided: 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or tasks
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
6. Context for Assessment	6.1 Competency may be assessed in workplace or in a simulated workplace setting 6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : PRACTICE CAREER PROFESSIONALISM

UNIT CODE : 500311107

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance *evaluation* 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 *Resources* are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 *Trainings and career opportunities* are identified and availed of based on job requirements 3.2 *Recognitions* are ‑sought/received and demonstrated as proof of career advancement 3.3 *Licenses and/or certifications* relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests

2. Resources	2.1 Human
	2.2 Financial
	2.3 Technology
	    2.3.1 Hardware
	    2.3.2 Software

3. Trainings and career opportunities	3.1 Participation in training programs
	    3.1.1 Technical
	    3.1.2 Supervisory
	    3.1.3 Managerial
	    3.1.4 Continuing Education
	3.2 Serving as Resource Persons in conferences and workshops

4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Required Knowledge	2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.) 2.2 Company policies 2.3 Company-operations, procedures and standards 2.4 Fundamental rights at work including gender sensitivity 2.5 Personal hygiene practices
3. Required Skills	3.1 Appropriate practice of personal hygiene 3.2 Intra and Interpersonal skills 3.3 Communication skills
4. Resource Implications	The following resources **MUST** be provided: 4.1 Workplace or assessment location 4.2 Case studies/scenarios
5. Methods of Assessment	Competency may be assessed through: 5.1 Portfolio Assessment 5.2 Interview 5.3 Simulation/Role-plays 5.4 Observation 5.5 Third Party Reports 5.6 Exams and Tests
6. Context of Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : **PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES**

UNIT CODE : **500311108**

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 ***Safety regulations*** and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 ***Hazards/risks*** in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 ***Contingency measures*** during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 ***Personal protective equipment (PPE)*** is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 ***Emergency-related drills and trainings*** are participated in as per established organization guidelines and procedures 4.2 ***OHS personal records*** are completed and updated in accordance with workplace requirements
5. Perform basic first-aid procedures	5.1 Situation is assessed in accordance with accepted practice 5.2 Basic first-aid techniques is applied in accordance with established first-aid procedures and enterprise policy 5.3 Details of the incident is communicated in a timely manner according to enterprise policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations

2. Hazards/Risks	May include but are not limited to:
	2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation
	2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects
	2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors
	2.4 Ergonomics
	    2.4.1 Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles
	    2.4.2 Physiological factors – monotony, personal relationship, work out cycle

3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 Calling emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Explained clearly established workplace safety and hazard control practices and procedures
	1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures
	1.3 Recognized contingency measures during workplace accidents, fire and other emergencies
	1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV.
	1.5 Applied basic first-aid procedures
	1.6 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace
	1.7 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices
	1.8 Completed and updated OHS personal records in accordance with workplace requirements
2. Required Knowledge	2.1 OHS procedures and practices and regulations
	2.2 PPE types and uses
	2.3 Personal hygiene practices
	2.4 Hazards/risks identification and control
	2.5 Threshold Limit Value -TLV
	2.6 OHS indicators
	2.7 Organization safety and health protocol
	2.8 Safety consciousness
	2.9 Health consciousness
	2.10 First-aid procedures and practices
3. Required Skills	3.1 Practice of personal hygiene
	3.2 Hazards/risks identification and control skills
	3.3 Interpersonal skills
	3.4 Communication skills
	3.5 Safe manual handling of casualty
4. Resource Implications	The following resources must be provided:
	4.1 Workplace or assessment location
	4.2 OHS personal records
	4.3 PPE
	4.4 Health records
5. Methods of Assessment	Competency may be assessed through:
	5.1 Portfolio Assessment
	5.2 Interview
	5.3 Case Study/Situation
6. Context for Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : **DEVELOP AND UPDATE INDUSTRY KNOWLEDGE**

UNIT CODE : **TRS311201**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitude required to access, increase and update industry knowledge. It includes seek information on the industry and update industry knowledge

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables	
1. Seek information on the industry	1.1	*Sources of information* on the industry are correctly identified and accessed
	1.2	*Information to assist effective work performance* is obtained in line with job requirements
	1.3	Specific information on sector of work is accessed and updated
	1.4	Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1	Informal and/or formal research is used to update general knowledge of the industry
	2.2	Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities
3. Develop and update local knowledge	3.1	Local knowledge is developed to assist queries on local/national tourism industry
	3.2	Local knowledge is updated using *informal and/or formal research*
	3.3	Contact with local communities is maintained
4. Promote products and services to customers	4.1	*Promotional initiatives* are described that may be used to promote products and services
	4.2	Selling skills are applied according to customer needs

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information sources	May include: 1.1 media 1.2 reference books 1.3 libraries 1.4 unions 1.5 industry associations 1.6 industry journals 1.7 internet 1.8 personal observation and experience

2. Information to assist effective work performance	May include:
	2.1 Different sectors of the industry and the services available in each sector
	2.2 Relationship between tourism and hospitality
	2.3 Relationship between the industry and other industries
	2.4 Industry working conditions
	2.5 Legislation that affects the industry
	    2.5.1 liquor
	    2.5.2 health and safety
	    2.5.3 hygiene
	    2.5.4 gaming
	    2.5.5 workers compensation
	    2.5.6 consumer protection
	    2.5.7 duty of care
	    2.5.8 building regulations
	2.6 Trade unions environmental issues and requirements
	2.7 Industrial relations issues and major organizations
	2.8 Career opportunities within the industry
	2.9 Work ethic required to work in the industry and industry expectations of staff
	2.10 Quality assurance

3. Informal and formal research	May include: 3.1 Discussions with colleagues, management and customer 3.2 Reading internal enterprise material about products and services 3.3 Familiarity with customer comments including complaints 3.4 Reading and researching product data and information

VARIABLE	RANGE
	3.5 Conducting internal testing to determine quality and differentials 3.6 General media research 3.7 Developing and analyzing responses to questionnaires 3.8 Reading surveys and ratings
4. Promotional initiatives	May include: 4.1 Media campaigns 4.2 Internal promotions, including static displays, demonstrations, tastings, videos, competitions, packages, events

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate/ trainee : 1.1 Knew key sources of information on the industry 1.2 Updated industry knowledge 1.3 Accessed and used industry information 1.4 Developed and updated local knowledge 1.5 Promoted products and services
2. Required Knowledge	2.1 Overview of quality assurance in the industry 2.2 Role of individual staff members 2.3 Industry information sources
3. Required Skills	3.1 Time management 3.2 Ready skills needed to access industry information 3.3 Basic competency skills needed to access the internet
4. Resource Implications	The following resources should be provided: 4.1 Sources of information on the industry 4.2 Industry knowledge
5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Interview/questions 5.2 Practical demonstration 5.3 Portfolio of industry information related to trainee's work
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY :   OBSERVE WORKPLACE HYGIENE PROCEDURES

UNIT CODE   :   TRS311202

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitudes in observing workplace hygiene procedures. It includes following hygiene procedures and identifying and preventing hygiene risks.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Follow hygiene procedures	1.1 Workplace *hygiene procedures* are implemented in line with enterprise and legal requirements 1.2 Handling and storage of items are undertaken in line with enterprise and legal requirements
2. Identify and prevent hygiene risks	2.1 Potential *hygiene risks* are identified in line with enterprise procedures 2.2 Action to *minimize* and *remove risks* are taken within scope of individual responsibility of enterprise/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hygiene procedures	May include : 1.1 safe and hygienic handling of food and beverage 1.2 regular hand washing 1.3 correct food storage 1.4 appropriate and clean clothing 1.5 avoidance of cross-contamination 1.6 safe handling disposal of linen and laundry 1.7 appropriate handling and disposal of garbage 1.8 cleaning and sanitizing procedures 1.9 personal hygiene

2. Hygiene risk	May include:
	2.1 bacterial and other contamination arising from poor handling of food
	2.2 inappropriate storage of foods
	2.3 storage at incorrect temperatures
	2.4 foods left uncovered
	2.5 poor personal hygiene practices
	2.6 poor work practices
	    2.6.1 cleaning
	    2.6.2 housekeeping
	    2.6.3 food handling
	    2.6.4 vermin
	    2.6.5 airborne dust
	2.7 cross-contamination through cleaning inappropriate cleaning practices
	2.8 inappropriate handling of potentially infectious linen
	2.9 contaminated wastes such as blood and body secretions
	2.10 disposal of garbage and contaminated or potentially contaminated wastes

3. Minimizing or removing risk	May include: 3.1 auditing staff skills and providing training 3.2 ensuring policies and procedures are followed strictly 3.3 audits or incidents with follow up actions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment required evidence that the candidate : 1.1 Followed hygiene procedures 1.2 Identified and responded to hygiene risk 1.3 Practiced personal grooming and hygiene
2. Required Knowledge	2.1 Typical hygiene and control procedures in the hospitality and tourism industries 2.2 Overview of legislation and regulation in relation to food handling, personal and general hygiene 2.3 Knowledge on factors which contribute to workplace hygiene problems 2.4 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection 2.5 Sources of and reasons for food poisoning
3. Required Skills	3.1 Ability to follow correct procedures and instructions 3.2 Ability to handle operating tools/ equipment 3.3 Application to hygiene principles
4. Resource Implications	The following resources should be provided: 4.1 Hygiene procedures, actual or simulated workplace, products used in hotel/restaurant /tourism workplace
5. Methods of Assessment	Competency in this unit must be assessed through: 5.1 Written examination 5.2 Practical demonstration
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY :   PERFORM COMPUTER OPERATIONS

UNIT CODE   :   TRS311203

UNIT DESCRIPTOR   :   This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	
1. Plan and prepare for task to be undertaken	1.1	Requirements of task are determined
	1.2	Appropriate *hardware* and *software* is selected according to task assigned and required outcome
	1.3	Task is planned to ensure *OH & S guidelines* and procedures are followed
2. Input data into computer	2.1	Data are entered into the computer using appropriate program/application in accordance with company procedures
	2.2	Accuracy of information is checked and information is saved in accordance with standard operating procedures
	2.3	Inputted data are stored in *storage media* according to requirements
	2.4	Work is performed within *ergonomic guidelines*
3. Access information using computer	3.1	Correct program/application is selected based on job requirements
	3.2	Program/application containing the information required is accessed according to company procedures
	3.3	*Desktop icons* are correctly selected, opened and closed for navigation purposes
	3.4	Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards
4. Produce/output data using computer system	4.1	Entered data are processed using appropriate software commands
	4.2	Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures
	4.3	Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1	Systems for cleaning, minor *maintenance* and replacement of consumables are implemented
	5.2	Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures
	5.3	Basic file maintenance procedures are implemented in line with the standard operating procedures
	5.4	Document systems are maintained

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	May include: 1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse
2. Software	May include: 2.1 Word processing packages 2.2 Data base packages 2.3 Internet 2.4 Spreadsheets
3. OH & S guidelines	May include: 3.1 OHS guidelines 3.2 Enterprise procedures
4. Storage media	May include: 4.1 diskettes 4.2 CDs 4.3 zip disks 4.4 hard disk drives, local and remote
5. Ergonomic guidelines	May include: 5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6. Desktop icons	May include: 6.1 directories/folders 6.2 files 6.3 network devices 6.4 recycle bin
7. Maintenance	May include: 7.1 Creating more spaces in the hard disk 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical aspect of Competency	Assessment requires evidence that the candidate:
	1.1 Selected and used hardware components correctly and according to the task requirement
	1.2 Identified and explain the functions of both hardware and software used, their general features and capabilities
	1.3 Produced accurate and complete data in accordance with the requirements
	1.4 Used appropriate devices and procedures to transfer files/data accurately
	1.5 Maintained computer system
2. Required Knowledge	2.1 Basic ergonomics of keyboard and computer use
	2.2 Main types of computers and basic features of different operating systems
	2.3 Main parts of a computer
	2.4 Storage devices and basic categories of memory
	2.5 Relevant types of software
	2.6 General security
	2.7 Viruses
	2.8 OH & S principles and responsibilities
	2.9 Calculating computer capacity
3. Required Skills	3.1 Reading skills required to interpret work instruction
	3.2 Communication skills
4. Resource Implications	The following resources should be provided:
	4.1 Computer hardware with peripherals
	4.2 Appropriate software
5. Methods of Assessment	The assessor may select two of the following assessment methods to objectively assess the candidate:
	5.1 Observation
	5.2 Questioning
	5.3 Practical demonstration
6. Context for Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY : **PERFORM WORKPLACE AND SAFETY PRACTICES**

UNIT CODE : **TRS311204**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Follow workplace procedures for health, safety and security practices	1.1 Correct *health, safety and security procedures* are followed in line with legislation, regulations and enterprise procedures 1.2 *Breaches* of health, safety and security procedures are identified and reported in line with enterprise procedure 1.3 Suspicious behavior or unusual occurrence are reported in line with enterprise procedure
2. Perform child protection duties relevant to the tourism industry	2.1 Issue of sexual exploitation of children is identified 2.2 National, regional and international actions are described to prevent the sexual exploitation of children 2.3 Actions that can be taken in the workplace are described to protect children from sexual exploitation
3. Observe and monitor people	3.1 Areas and people who require observation and monitoring is prepared 3.2 Observation and monitoring activities are implemented 3.3 Apprehension of offenders are determined 3.4 Offenders are arrested according to enterprise procedures 3.5 Administrative responsibilities are fulfilled
4. Deal with emergency situations	4.1 *Emergency* and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility 4.2 Emergency procedures are followed in line with enterprise procedures 4.3 Assistance is sought from colleagues to resolve or respond to emergency situations 4.4 Details of emergency situations are reported in line with enterprise procedures
5. Maintain safe personal presentation standards	5.1 Safe personal standards are identified and followed in line with enterprise requirements

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
6. Maintain a safe and secure workplace	6.1 Workplace health, safety and security responsibilities are identified 6.2 Framework to maintain workplace health, safety and security are and maintained 6.3 Procedures for identifying or assessing health, safety and security hazards and risks are implemented 6.4 Injuries, illnesses and incidents are investigated 6.5 Organization's health, safety and security effectiveness are evaluated

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, safety and security procedures	May include: 1.1 Use of personal protective clothing and equipment 1.2 Safe posture including sitting, standing, bending 1.3 Manual handling including lifting, transferring 1.4 Safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 Safe handling of chemicals, poisons and dangerous materials 1.6 Ergonomically sound furniture and work stations 1.7 Emergency fire and accident 1.8 Hazard identification and control 1.9 Security of documents, cash, equipment, people 1.10 Key control systems
2. Breaches of procedure	May include: 2.1 Loss of keys 2.2 Strange or suspicious persons 2.3 Broken or malfunctioning equipment 2.4 Loss of property, goods or materials 2.5 Damaged property or fittings 2.6 Lack of suitable signage when required 2.7 Lack of training on health and safety issues 2.8 Unsafe work practices
3. Emergency	May include: 3.1 Personal injuries 3.2 Fire 3.3 Electrocution 3.4 Natural calamity i.e. earthquake/flood 3.5 Criminal acts i.e. robbery

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults & problems and the necessary corrective action 1.5 Demonstrated ability to perform child protection duties relevant to the tourism industry 1.6 Demonstrated ability to prepare for observation and monitoring activities relevant to designated situations 1.7 Promoted public relation among others 1.8 Complied with quality standards 1.9 Responded to emergency situations in line with enterprise guidelines 1.10 Complied with proper dress code

2. Required Knowledge and Attitude	2.1 Communication
	      2.1.1 Interactive communication with others
	      2.1.2 Interpersonal skills
	      2.1.3 Good working attitude
	      2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values
	      2.1.5 Ability to focus on task at hand
	 2.2 Systems, Processes and Operations
	      2.2.1 Workplace health, safety and security procedures
	      2.2.2 Emergency procedures
	      2.2.3 Personal presentation
	 2.3 Safety Practices
	      2.3.1 Proper disposal of garbage
	      2.3.2 Practice safety measures
	      2.3.3 5S Implementation
	 2.4 Child protection duties relevant to tourism industry
	      2.4.1 Rules, regulations, policies and laws

3. Required Skills	3.1 Ability to make decision 3.2 Time management 3.3 Ability to offer alternative steps 3.4 Care in handling and operating equipment 3.5 Ability to use observation and monitoring techniques
4. Resource Implications	The following resources should be provided: 4.1 Procedures Manual on safety, security, health and emergency 4.2 Availability of tools, equipment, supplies and materials

5. Methods of Assessment	Competency in this unit may be assessed through: 5.1 Written examination 5.2 Practical demonstration 5.3 Interview
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE : TRS311205

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in providing effective customer service. It includes greeting customer, identifying customer needs, delivering service to customer, handling queries through use of common business tools and technology and handling complaints/conflict situation, evaluation and recommendation.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Greet customer	1.1 *Customers* are greeted according to enterprise procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 *Non verbal communication* are observed when responding to customers 1.4 Sensitivity to *cultural and social differences* is demonstrated
2. Identify needs of customers	2.1 Appropriate *interpersonal skills* are used to ensure that customer needs are accurately identified 2.2 *Customer needs* are assessed for urgency so that priority for service delivery can be identified 2.3 Customers are provided with information 2.4 Personal limitation in addressing customer and colleague needs is identified and where appropriate, assistance is sought from supervisor
3. Deliver service to customer	3.1 Customer needs are promptly attended to in line with *enterprise procedure* 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
4. Handle queries through use of common business tools and technology	4.1 ***Common business tools and technology*** are used efficiently to determine customer requirements 4.2 Queries/ information are recorded in line with enterprise procedure 4.3 Queries are acted upon promptly and correctly in line with enterprise procedure
5. Handle complaints/ conflict situations, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact 5.2 Responsibility for resolving ***the complaint*** is taken within limit of responsibility and according to enterprise policy 5.3 Nature and details of complaint are established and agreed with the customer 5.4 Threats to personal safety are identified and managed to personal safety of customers or colleagues and appropriate assistance is organized 5.4 Appropriate action is taken to resolve the complaint to the customers satisfaction wherever possible 5.5 Conflict situations are resolved within scope of individual responsibility by applying effective communication skills and according to enterprise policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customers	May include: 1.1 internal 1.2 external
2. Non-verbal communication	May include: 2.1 body language 2.2 dress and accessories 2.3 gestures and mannerisms 2.4 voice tonality and volume 2.5 use of space 2.6 culturally specific communication customs and practices
3. Cultural and social differences	May include: 3.1 modes of greeting, farewell and conversation 3.2 body language/ use of body gestures 3.3 formality of language
4. Interpersonal skills	May include: 4.1 interactive communication 4.2 public relation 4.3 good working attitude 4.4 sincerity 4.5 pleasant disposition 4.6 effective communication skills
5. Customer needs	May include: 5.1 those with a disability 5.2 those with special cultural or language needs 5.3 unaccompanied children 5.4 parents with young children 5.5 pregnant women 5.6 single women
6. Enterprise procedure	May include: 6.1 modes of greeting and farewell 6.2 addressing the person by name 6.3 time-lapse before a response 6.4 style manual requirements 6.5 standard letters and format
7. Business tools and technology	May include: 7.1 telephone 7.2 fax machine 7.3 computer equipment 7.4 internet, email

VARIABLE	RANGE
8. Complaint	May include: 8.1 level of service 8.2 product standards 8.3 processes 8.4 information given 8.5 charges and fees
9. Threats to personal safety	May include: 9.1 violent customers 9.2 drug and alcohol affected customers 9.3 customers fighting amongst themselves

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with occupational, health and safety practices 1.4 Promoted public relation among others 1.5 Complied with service manual standards 1.6 Demonstrated familiarity with company facilities, products and services 1.7 Demonstrated ability to work effectively with others 1.8 Applied company rules and standards 1.9 Applied telephone ethics 1.10 Applied correct procedure in using telephone, fax machine, internet 1.11 Handled customer complaints within limit of individual responsibility

2. Required Knowledge	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 Interpersonal skills/ social graces with sincerity
	2.2 Safety Practices
	    2.2.1 Safe work practices
	    2.2.2 Personal hygiene
	2.3 Attitude
	    2.3.1 Attentive, patient and cordial
	    2.3.2 Eye-to-eye contact
	    2.3.3 Maintain teamwork and cooperation
	2.4 Theory
	    2.4.1 Selling/up selling techniques
	    2.4.2 Interview techniques
	    2.4.3 Conflict resolution
	    2.4.4 Communication process
	    2.4.5 Communication barriers

3. Required Skills	3.1 Effective communication skills 3.2 Non-verbal communication - body language 3.3 Good time management 3.4 Ability to work calmly and unobtrusively effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Correct procedure in handling telephone inquiries 3.7 Proper way of handling complaints 3.8 Ability to apply basic principles of conflict resolution and respond to complaints
4. Resource Implications	The following resources should be provided 4.1 Availability of telephone, fax machine, internet, etc. 4.2 Availability of data on projects and services; tariff and rates, promotional activities in place etc. 4.3 Availability of office supplies
5. Methods of Assessment	Competency in this unit must be assessed through 5.1 Written examination 5.2 Practical demonstration
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

CORE COMPETENCIES

UNIT OF COMPETENCY :	**PREPARE THE DINING ROOM/RESTAURANT AREA FOR SERVICE**
UNIT CODE :	TRS512387
UNIT DESCRIPTOR :	This unit covers the knowledge and skills required in the preparation of the dining room /restaurant area before the start of the service operations. It involves opening duties or the dining room mise-en-place prior to service. This unit includes the knowledge and skills in taking reservations, preparing service stations, table-setting, and setting the ambiance of the food service facility.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Take table reservations	1.1 ***Inquiries*** are answered promptly, clearly and accurately. 1.2 Pertinent questions are asked to complete the ***details of the reservations.*** 1.3 Reservations data are recorded on ***forms*** accurately based on establishment's standards. 1.4 Details of the reservations are repeated back and confirmed with the party making the reservation. 1.5 Additional information about the food service establishment is provided when necessary.
2. Prepare service stations and equipment	2.1 Service or waiter's stations are stocked with ***supplies*** necessary for service. 2.2 All ***tableware*** and ***dining room equipment*** are cleaned, wiped and put in their proper places. 2.3 Special tent cards and similar special displays are put up for promotion. 2.4 Cleanliness and condition of all tables, tableware and dining room equipment are checked. 2.5 Water pitchers and ice buckets are filled. 2.6 Electrical appliance or equipment like coffee pots, tea pots, plate warmers etc. in the dining area are turned on and kept ready. 2.7 Condiments and sauce bottles are refilled and the necks and tops of the bottles are wiped clean and dry.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
3. Set up the tables in the dining area	3.1 Tables are set according to the standards of the food service establishment.
	3.2 In cases where the menu is pre-arranged or fixed, covers are set correctly according to the predetermined menu.
	3.3 Tableware and glassware are wiped and polished before they are set up on the table.
	3.4 Cloth napkins are folded properly and laid on the table appropriately according to *napkin folding style.*
	3.5 Buffet or display tables are *skirted* properly taking into account symmetry, balance and harmony in size and design.
4. Set the mood/ambiance of the dining area	4.1 Lights are adjusted according to time of the day.
	4.2 Tables, chairs and other dining room furniture are arranged to ensure comfort and convenience of the guests.
	4.3 Appropriate music is played when applicable
	4.4 Floors/carpets are cleaned and made sure are dry.
	4.5 Air-condition or cooling units are adjusted for the comfort of the guests
	4.6 Decorations are set-up according to theme or concept of the dining room.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Inquiries	May be received through the following: 1.1 Telephone 1.2 Fax 1.3 Email 1.4 Internet 1.5 In person
2. Details of the reservation	May include: 2.1 Date of reservation 2.2 Time of arrival 2.3 Number of persons 2.4 Name of person who will use the reservation 2.5 Name of person making the reservation 2.6 Contact details of the person checking in and of the person making the reservation 2.7 Special requirements
3. Reservation records or forms	May include: 3.1 Reservation Sheets 3.2 Logbook 3.3 Computer 3.4 Reservation Cards
4. Supplies	May include: 4.1 Napkins 4.2 Menu folders 4.3 Order slips 4.4 Wine list 4.5 Condiments 4.6 Toothpicks 4.7 Table cloth/Placemats 4.8 Salt and Pepper shakers

5. Tableware	May include:
	5.1 Dinnerware/chinaware
	    5.1.1 Cover/service plate
	    5.1.2 Dinner plate
	    5.1.3 Entrée plate
	    5.1.4 Fish plate
	    5.1.5 Bread plate
	    5.1.6 Soup bowl/plate
	    5.1.7 Cups and saucers

VARIABLE	RANGE

	5.2 Glassware
	    5.2.1 Stem wares
	    5.2.2 Footed wares
	    5.2.3 Tumblers
	    5.2.4 Mugs
	5.3 Silverware/Flatware
	    5.3.1 Dinner fork
	    5.3.2 Dinner spoon
	    5.3.3 Soup spoon
	    5.3.4 Butter knife/spreader
	    5.3.5 Steak knife
	    5.3.6 Fish Fork
	    5.3.7 Dessert fork
	    5.3.8 Teaspoon
	5.4 Holloware
	    5.4.1 Soup tureen
	    5.4.2 Platters
	    5.4.3 Coffeepots
	    5.4.4 Teapots

6. Dining room/ Restaurant equipment	May include: 6.1 Service tray stands 6.2 Gueridon 6.3 Cake display 6.4 Refrigerators/Chillers 6.5 Coffee makers/machines 6.6 Point Of Sales (POS) 6.7 Wine service equipment
7. Napkin folding styles	May include: 7.1 Pyramid 7.2 Bird of Paradise 7.3 Bishop's Hat 7.4 Rose bud 7.5 Sail 7.6 Candle 7.7 Crown 7.8 Goblet Fan

VARIABLE	RANGE
8. Table skirting designs	May include but not limited to: 8.1 Diamond style 8.2 Pleated box 8.3 Shirred Pleat 8.4 Single Pleats 8.5 Tulips 8.6 Scallops 8.7 Butterfly

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate 1.1 Took table reservations accurately 1.2 Identified and explained the use of the different food and beverage wares and equipment e.g. Dinnerware, glassware, silverware etc. 1.3 Completed and prepared service or waiter's station 1.4 Set up tables according to predetermined menu 1.5 Performed different table napkin folding styles

2. Required Knowledge	2.1 Foodservice operations
	2.2 Reservations process
	2.3 Basic types of tableware
	    a..Dinnerware
	    b. Beverageware/glassware
	    c. Silverware/cutlery
	2.4 General rules in laying covers/table set-up
	2.5 Different napkin folding styles
	2.6 Station mise-en-place
	2.7 Telephone ethics
	2.8 Table skirting styles
	2.9 Banquet set-up styles

3. Required Skills	3.1 Taking reservations 3.2 Table set-up 3.3 Napkin folding 3.4 Skirting buffet/display tables 3.5 Banquet set-ups
4. Resource Implications	The following resources MUST be provided: 4.1 Different tableware and dining room equipment. 4.2 Table skirting and set-up paraphernalia 4.3 Cloth napkins (correct size and material)
5. Methods of Assessment	Competency may be assessed through : 5.1 Written and/or oral questions to test candidate's knowledge on the different tableware and equipment and Station mise-en-place 5.2 Simulation/role play to test the candidate's knowledge and skills in taking reservations telephone skills 5.3 Practical/Demonstration for table setting, skirting and napkin folding 5.4 Demonstration to show the types of service
6. Context of Assessment	Assessment must be conducted in 6.1 Workplace or simulated environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY: **WELCOME GUESTS AND TAKE FOOD AND BEVERAGE ORDERS**

UNIT CODE **: TRS512388**

UNIT DESCRIPTOR **:** This unit deals with the knowledge and skills required in providing pre-meal services to the dining guests as soon as they arrive in the foodservice facility. It covers the dining room or restaurant service procedures before the food and beverage orders are served. This unit involves the initial steps in the sequence of service that includes the welcoming of guests, seating the guests, taking food and beverage orders and liaising between the kitchen and the service area.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Welcome and greet guests	1.1 Guests are acknowledged as soon as they arrive. 1.2 Guests are greeted with an appropriate welcome. 1.3 Details of reservations are checked based on established standard policy.
2. Seat the guests	2.1 Guests are escorted and seated according to table allocations 2.2 Tables are utilized according to the number of party. 2.3 Guests are seated evenly among stations to control the traffic flow of guests in the dining room. 2.4 Cloth napkins are opened for the guests when applicable. 2.5 Water is served when applicable, according to the standards of the foodservice facility.
3. Take food and beverage orders	3.1 Guests are presented with the *menu* according to established standard practice. 3.2 ***Orders are taken*** completely in accordance with the establishment's standard procedures. 3.3 Special requests and requirements are noted accurately. 3.4 Orders are repeated back to the guests to confirm items. 3.5 Tableware and cutlery appropriate for the menu choices are provided and adjusted in accordance with establishment procedures.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
4. Liaise between kitchen and service areas	4.1 Orders are placed and sent to the kitchen promptly. 4.2 Quality of food is checked in accordance with establishment standards 4.3 Tableware is checked for chips, marks, cleanliness, spills, and drips 4.4 Plates and/or trays are carried out safely. 4.5 Colleagues are advised promptly regarding readiness of items for service 4.6 Information about special requests, dietary or cultural requirements is relayed accurately to kitchen where appropriate. 4.7 ***Work technology*** are observed according to establishment standard policy and procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Types of menu	May include: 1.1 A la carte 1.2 Table d'hote 1.3 Carte du jour
2. Ordering systems	May include: 2.1 Docket system 2.2 Checklist 2.3 Blank order slips 2.4 Touchscreen POS system
3. Work technology	May include: 3.1 POS 3.2 Electronic tablet order

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Welcomed and greeted the guests 1.2 Took food and beverage orders 1.3 Liaised between kitchen and service areas
2. Required Knowledge	2.1 Welcoming and greeting guests procedures 2.2 Seating guests procedures 2.3 Sequence of Food Service 2.4 Basic Menu types 2.5 Order taking procedures 2.6 Principles of promotion and selling 2.7 Suggestive selling techniques 2.8 Product and service knowledge
3. Required Skills	3.1 Basic communication skills 3.2 Taking food and beverage order 3.3 Skill in Technology knowledge (e.g. POS, electronic order tablet, etc.
4. Resource Implications	The following resources must be provided: 4.1 Different order taking systems 4.2 Different menu forms

5. Methods of Assessment	Competency may be assessed through :
	5.1 Practical demonstration or
	5.2 Simulation/role plays to test the candidate's knowledge and skills in:
	   a. Welcoming and greeting guests
	   b. Seating the guests
	   c. Taking food and beverage orders.

6. Context for Assessment	Assessment must be conducted in 6.1 Workplace or simulated work environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY: **PROMOTE FOOD AND BEVERAGE PRODUCTS**

UNIT CODE   **:**   **TRS512389**

UNIT DESCRIPTOR   **:** This unit deals with the knowledge and skills required in providing advice to customers on food and beverage products in foodservice enterprises.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Know the product	1.1 Names and pronunciations of dishes in the menu are mastered. 1.2 Ingredients of dishes are memorized. 1.3 Sauces and accompaniments are known by heart. 1.4 Descriptions of every item in the menu are studied. 1.5 Common food allergens are mastered to prevent serious health consequences.
2. Undertake Suggestive selling	2.1 *Information about the food items* are provided in clear explanations and descriptions. 2.2 *Items on specials or promos* are offered to assist guests with food and beverage selections. 2.3 Name of specific menu items are suggested to guests rather than just mentioning the *general categories in the menu* to help them make the choice and know what they want. 2.4 Standard *food and beverage pairings* are recommended. 2.5 Several choices are given to provide more options to guests 2.6 *Descriptive words* are used while explaining the dishes to make it more tempting and appetizing. 2.7 Suggestive selling is carried out discreetly so as not to be too pushy or too aggressive.
3. Carry out Upselling strategies	3.1 Slow moving but highly profitable items are suggested to increase guest check. 3.2 Second servings of items ordered are offered. 3.3 Food portion or size is mentioned for possible adjustments with the orders. 3.4 New items are recommended to regular guests to encourage them to try other items in the menu.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information about the food	May include: 1.1 Cooking method 1.2 Serving portions 1.3 Tastes and flavors 1.4 Ingredients including food allergens 1.5 Cooking time 1.6 Side dishes
2. Items on specials or promos	May include: 2.1 House specials 2.2 Soup of the day 2.3 Combo meals 2.4 Best sellers 2.5 Chef's pick 2.6 Seasonal items
3. General categories in the menu	May include: 3.1 Meat 3.2 Vegetable 3.3 Dessert 3.4 Beverages 3.5 Entrée 3.6 Seafood
4. Standard food and beverage pairings	May include: 4.1 Burgers and fries 4.2 Steaks and salad 4.3 Steak and mashed potato 4.4 Dessert and coffee 4.5 Seafood with white wine
5. Descriptive words	May include: 5.1 Freshly prepared 5.2 Delicately seasoned 5.3 Soft and juicy 5.4 Mouth watering 5.5 Flavorful 5.6 Spicy

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Demonstrated ability to apply relevant food and beverage product knowledge 1.2 Provided advice on food and beverage compatibility 1.3 Demonstrated ability to apply up selling products knowledge
2. Required Knowledge	2.1 Menu familiarization 2.2 Types of Menus 2.3 Food pairing 2.4 Beverage pairing 2.5 Suggestive selling techniques and principles 2.6 Upselling techniques 2.7 Food allergens
3. Required Skills	3.1 Basic communication skills 3.2 Ability to apply selling techniques 3.3 Ability to make suggestions and recommendations in line with customer wants and needs
4. Resource Implications	The following resources MUST be provided: 4.1 Menu 4.2 Order taking systems
5. Methods of Assessment	Competency may be assessed through: 5.3 Practical demonstration or 5.4 Simulation/role plays to test the candidate's knowledge and skills in suggestive selling and up selling
6. Context for Assessment	Assessment must be conducted in 6.1 Workplace or simulated work environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY : PROVIDE FOOD AND BEVERAGE SERVICES TO GUESTS

UNIT CODE : TRS512390

UNIT DESCRIPTOR : This unit deals with the knowledge and skills required in the provision of food and beverage service to guests in various types of dining venues and diverse styles of service. This unit focuses on the procedures in the delivery of food and beverages to the guest as well as on the knowledge and skills that underpins the efficient work performance in assisting the dining guest during and after the meal service.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Serve food orders	1.1 Food orders are picked up promptly from service areas. 1.2 Food orders are checked for presentation and appropriate garnish and accompaniments. 1.3 Food orders are served to the guests who ordered them. 1.4 Food orders are served and cleared with minimal disturbance to the other guests and in accordance to hygienic requirements. 1.5 Food orders are served in accordance with the enterprise **serving style** standards. 1.6 Name of the dish or order is mentioned upon serving the guest. 1.7 **Sequence of service** and meal delivery is monitored in accordance with enterprise procedures.
2. Assist the diners	2.1 Additional requests or needs of the guests are anticipated. 2.2 Additional food and beverage are offered and served at the appropriate times. 2.3 Necessary condiments and appropriate tableware are provided based on the food order. 2.4 Delays or deficiencies in service are recognized and followed up promptly based on enterprise policy. 2.5 The **"3-minute check"** is conducted to check guest 's satisfaction. 2.6 Children and **guests with special needs** are treated with extra attention and care.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
3. Perform banquet or catering food service	3.1 Serviceware are prepared and checked for completeness ahead of time. 3.2 Tables and chairs are set up in accordance with the event requirements. 3.3 Food is served according to **general service principles**. 3.4 Food is handled based on food safety procedures. 3.5 Coordinated service of meal courses is ensured. 3.6 Assigned areas are kept clean in accordance with enterprise procedures. 3.7 Tables are cleared and soiled dishes prepared to be brought for dishwashing after the event or function, 3.8 Number of guests being served is noted and monitored.
4. Serve Beverage Orders	4.1 **Beverage** orders are picked up promptly from the bar. 4.2 Beverage orders are checked for presentation and appropriate garnishes. 4.3 Beverages are served at appropriate times during meal. 4.4 Beverages are served efficiently according to established standards of service. 4.5 Beverages are served at the right temperature. 4.6 For full bottle wine orders, wine is opened efficiently with minimal disturbance to the other guests. 4.7 **Wine service** is carried out in accordance with establishment procedures. 4.8 Coffee and/or tea service is carried out in accordance with establishment procedure.
5. Process payments and receipts	5.1 Bills are prepare and processed accurately in coordination with cashier. 5.2 Amount due is verified with customer. 5.3 **Cash and non-cash payments** are accepted and **receipts are issued.** 5.4 Change are given as required. 5.5 **Required documentation** is completed in accordance with enterprise policy.
6. Conclude food service and close down dining area	6.1 Soiled dishes are removed when guests are finished with the meal. 6.2 Food scraps are handled in accordance with hygiene regulations and enterprise procedures. 6.3 Equipment are cleaned and stored in accordance with hygiene regulations and enterprise procedures. 6.4 Tables are cleared, reset and made ready for the next sitting when guests are finished with the meal. 6.5 Guests are thanked and given a warm farewell. 6.6 Electrical equipment are turned off where appropriate.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
7. Manage intoxicated persons	7.1 Levels of intoxication of customers are determined 7.2 Difficult situations are referred to an appropriate person 7.3 Appropriate procedures are applied to the situation and in accordance with enterprise policy 7.4 Legislative requirements are applied

RANGE OF VAIABLES

VARIABLE	SCOPE
1. Serving styles	May include: 1.1 American Service (Plate Service) 1.2 Russian Service (Platter Service) 1.3 Buffet Service
2. Sequence of service	May include: 2.1 Welcoming/Greeting of guest 2.2 Seating the guest 2.3 Taking beverage orders 2.4 Presenting the menu 2.5 Taking food orders 2.6 Wine service 2.7 Serving food orders 2.8 Crumbling/brushing table 2.9 Coffee/tea service 2.10 Preparing and presenting the bill
3. 3-Minute Check	May include: 3.1 Ensure guest satisfaction about their meals 3.2 Replenish condiments 3.3 Providing additional items 3.4 Clear unused items
4. Guests with special needs	May include: 4.1 Children 4.2 Elderly people 4.3 Persons with Disability 4.4 VIP guests
5. General service principles	May include: 5.1 Never reach in front of the guest when serving another. 5.2 Do not place dirty, chipped, cracked tableware before the guest. 5.3 Handle flatware/cutleries and glassware properly 5.4 Glasses should never be filled too full. 5.5 Glasses are handled by the base or the stem. 5.6 Crumb table when necessary.
6. Beverages	May include: 6.1 Alcoholic beverages 6.2 Non-Alcoholic beverages(e.g. juices, sodas, coffee, tea)
7. Wine service	May include: 7.1 Presenting the wine. 7.2 Opening wine 7.3 Pouring wine
8. Cash payments	May include: 8.1 Payment in notes and coins 8.2 Payment in a foreign currency 8.3 Calculating currency exchange rates

VARIABLE	SCOPE
9. Non-cash payments	May include: 9.1 Debit and credit cards 9.2 Checks (Personal, business, travelers) 9.3 In-house vouchers 9.4 Charges to company accounts
10. Receipts issued	May include: 10.1 Issuing receipts via cash register/terminal 10.2 Issuing hand written receipt 10.3 Complying with legal requirements of host country to provide receipt
11. Required documentation	May include: 11.1 Internal documentation 11.2 External agent documentation

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidences that the candidate: 1.1 Performed the various styles of food service 1.2 Demonstrated service principles 1.3 Explained the sequence of service 1.4 Performed the "3-minute" check 1.5 Described how to handle guests with special needs 1.6 Opened wine bottles in front of a guest 1.7 Described banquet service 1.8 Explained closing duties 1.9 Processed payments and receipts during the trade 1.10 Managed intoxicated persons
2. Required Knowledge	2.1 Different Food service styles 2.2 General service principles 2.3 Sequence of service 2.4 Handling guests with special needs 2.5 Wine knowledge and service 2.6 Banquet service 2.7 Food safety principles
3. Required Skills	3.1 Food service styles 3.2 Carrying plates and trays 3.3 Presenting and opening wines 3.4 Beverage service
4. Resource Implications	The following resources MUST be provided: 4.1 Different kinds of tableware: dinnerware, glassware, flatware, hollowware 4.2 Wines (unopened bottles) 4.3 Bar tools (e.g. Cork screw or wine opener) 4.4 Dining room/restaurant equipment e.g Coffee pots. dumbwaiter (stand)

5. Methods of Assessment	Competency may be assessed through :
	5.1 Written and/or oral questions to test candidate's knowledge on:
	    5.1.1 The sequence of service
	    5.1.2 Different food service styles
	    5.1.3 Banquet service
	    5.1.4 Beverage service
	    5.1.5 Assisting the dining guests
	5.2 Demonstration with questioning on
	    5.2.1 Sequence of service
	    5.2.2 Food service styles
	    5.2.3 How to present, open and serve wine in front of the guest

6. Context for Assessment	Assessment must be conducted in 6.1 Workplace or simulated work environment or 6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY : **PROVIDE ROOM SERVICE**

UNIT CODE : **TRS512391**

UNIT DESCRIPTOR : This unit deals with the knowledge and skills required in the provision of food and beverage service particularly in the guest room of a commercial accommodation establishment.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Take and process room service orders	1.1 Telephone call is answered promptly and courteously in accordance with customer service standards. 1.2 Guests' name is checked and used throughout the interaction 1.3 Details of orders are clarified, repeated and checked with guests for accuracy 1.4 Suggestive selling techniques are used. 1.5 Guests are advised of approximate time of delivery 1.6 ***Relevant information*** are recorded and checked in accordance with establishment policy and procedures 1.7 Room service orders received from doorknob dockets are interpreted accurately. 1.8 Orders are promptly transferred and relayed to appropriate location for preparation.
2. Set up trays and trolleys	2.1 ***Room service equipment and supplies*** are prepared in accordance with establishment procedures. 2.2 Proper room service equipment and supplies are selected and checked for cleanliness and condition. 2.3 Trays and trolleys are set up keeping in mind balance, safety and attractiveness. 2.4 ***Room service trays or trolleys are set up*** according to the food and beverage ordered 2.5 Orders are checked before leaving the kitchen for delivery. 2.6 Food items are covered during transportation to the room.
3. Present and serve food and beverage orders to guests	3.1 The guest's name is verified on the bill before announcing the staff's presence outside the door. 3.2 Guests are greeted politely in accordance with the with establishment's service procedures. 3.3 Guests are asked where they want the tray or trolley positioned. 3.4 Food orders are delivered on the time desired by the guest.
4. Present room service account	4.1 Guests' accounts are checked for accuracy and presented in accordance with establishment procedures 4.2 Cash payments are acknowledged and then presented to the cashier for processing in accordance with establishment guidelines 4.3 For charge accounts, guests are asked to sign the bills.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
5. Clear away room service equipment	5.1 Procedure to take away the tray or trolley when the guests have finished their meal is explained. 5.2 Floors are checked and cleared in accordance with establishment policy and guidelines. 5.3 Dirty trays are cleared in accordance with the establishment's procedure. 5.4 Trays and trolleys are cleaned and returned to the room service area.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Relevant information	May include : 1.1 Name of the guest 1.2 Room number 1.3 Number of persons 1.4 Detailed food orders 1.5 Time the order was taken 1.6 Time for delivery
2. Room service equipment and supplies	May include: 2.1 Trays and trolleys 2.2 Toasters 2.3 Tableware and appointments 2.4 Warming equipment 2.5 Linen 2.6 Printed materials
3. Set-ups for room service trays and or trolleys	May include: 3.1 Butters 3.2 Condiments 3.3 Cutlery 3.4 Glassware 3.5 Beverages 3.6 Linen

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate:
	1.1 Took room service orders properly
	1.2 Recorded and processed room service orders accurately
	1.3 Set up a variety of room service meals according to ordered food and beverage
	1.4 Presented and served room service orders
2. Required Skills	2.1 Take room service orders
	2.2 Setting up trays or trolleys
	2.3 Suggestive selling
3. Required Knowledge	3.1 Room service procedures
	3.2 Suggestive selling
4. Resource Implications	The following resources MUST be provided:
	4.1 Food and beverage room service supplies and equipment
	4.2 Room service menu
	4.3 Room service tableware and appointments
5. Methods of Assessment	Competency may be assessed through :
	5.1 Demonstration with questioning of the candidate taking a room service orders and preparing a room service tray.
	5.2 Role play on the whole room service procedure
6. Context for Assessment	Assessment must be conducted in:
	6.1 Workplace or simulated work environment or
	6.2 TESDA accredited assessment center/venue

UNIT OF COMPETENCY   :   RECEIVE AND HANDLE GUEST CONCERNS

UNIT CODE   :   TRS512392

UNIT DESCRIPTOR   :   This unit deals with the knowledge and skills required in receiving and handling guest complaints.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Listen to the complaint	1.1 The entire story or issue of concern is obtained from the guest without interruption. 1.2 Details of the ***guest complaint*** or concern are noted. 1.3 Full attention is given to the complaining guest. 1.4 Guest complaint is paraphrased to determine if the concern is correctly understood.
2. Apologize to the guest	2.1 Sincere apology is offered for the disservice. 2.2 ***Empathy*** is shown to the guest to show genuine concern and consideration. 2.3 Excuses or blaming others are avoided. 2.4 Gratitude is expressed to the guest for bringing the matter up for attention.
3. Take proper action on the complaint	3.1 ***Appropriate action*** is taken regarding guest's concerns. 3.2 The right person or department who can solve the problem is informed for proper action. 3.3 Difficult situations or serious concerns are elevated or referred to higher authority. 3.4 Problem is followed-up to check whether it solved or not.
4. Record complaint	4.1 Complaints are documented according to the establishment standard procedures. 4.2 Persons concerned are recognized and actions taken are recorded. 4.3 Feedback received from guests is logged and collated.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Guest complaint	May include: 1.1 Undelivered promise 1.2 Poor condition of property 1.3 Dirty property 1.4 Poor service 1.5 Unfriendly personnel
2. Empathy	May include: 2.1 Agree truthfully to minor points 2.2 Express sincere regret 2.3 Thank the guest for bringing up the matter 2.4 Do not take offense when guest complains 2.5 Approach with friendly spirit
3. Appropriate actions	May include: 3.1 Product replacements 3.2 Correction 3.3 Addition 3.4 Proper endorsement

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidences that the candidate: 1.1 Listened and obtained the entire story or complaint 1.2 Paraphrased the guest complaint 1.3 Showed empathy towards complaining guest 1.4 Took action on the guest complaint 1.5 Recorded complaint
2. Required Knowledge	2.1 General service principles/Standards of service 2.2 Sequence of service 2.3 Handling guests with special needs 2.4 Dealing with difficult customer/clients
3. Required Skills	3.1 Listening skills 3.2 Basic problem solving skills 3.3 Effective communication skills 3.4 Summarizing and paraphrasing
4. Resource Implications	The following resources MUST be provided: 4.1 Actual documents or records of guest complaints 4.2 Feedback forms
5. Methods of Assessment	Competency may be assessed through: 5.1 Role play/Simulation to test candidate's knowledge and skills in listening to guest complaints, paraphrasing concerns and taking action on the guest complaint.
6. Context for Assessment	Assessment may be conducted in: 6.1 Workplace or simulated work environment or 6.2 TESDA accredited assessment center/venue

SECTION 3 TRAINING STANDARDS

These guidelines are set to provide the Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **FOOD AND BEVERAGE SERVICES NC II**.

The guidelines include information on curriculum design, training delivery, trainee entry requirements, tools and equipment, training facilities, and trainer's qualification among others.

3.1   CURRICULUM DESIGN

Course Title: <u>FOOD AND BEVERAGE SERVICES</u>   **NC Level: NC II**

Nominal Training Duration: 18 Hrs. (Basic)
                                                    18 Hrs. (Common)
                                                    320 Hrs. (Core)
Course Description:

This course is designed to enhance the knowledge, skills and attitudes **in FOOD AND BEVERAGE SERVICES NC II** in accordance with industry standards. It covers the basic, common and core competencies required in the delivery of food and beverage service in various foodservice facilities. It covers the core competencies on preparing the dining room for service, welcoming guests and taking food and beverage orders, promoting food and beverage products, providing food and beverage service to guests, providing room service, and receiving and handling guest concerns.

BASIC COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information 1.2 Speak English at a basic operational level 1.3 Participate in workplace meeting and discussion 1.4 Complete relevant work related documents	Group Discussion Interaction Practice session	• Demonstration • Observation • Interviews/ Questioning
2. Work in team environment	2.1 Describe and identify team role and responsibility in a team 2.2 Describe work as a team member 2.3 Work effectively with colleagues 2.3 Work in a socially diverse environment	Discussion Interaction Simulation Games	• Demonstration • Observation • Interviews/ Questioning
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development	Discussion Interaction Role Play	• Demonstration • Observation • Interviews/ questioning

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
4. Practice occupational health and safety procedures	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness 4.4 Perform basic first-aid procedures	Lecture-Discussion Plant tour Symposium	• Observation • Interview

COMMON COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Develop and update industry knowledge	1.1 Seek information on the industry 1.2 Update continuously relevant industry knowledge 1.3 Develop and update local knowledge 1.4 Promote products and services to customers	Lecture Group Discussion Individual/Group Assignment Field Visit Video Presentation	• Interviews/ Questioning • Individual/Group Project or Report
2. Observe workplace hygiene procedures	2.1 Follow hygiene procedures 2.2 Identify and prevent hygiene risk	Lecture Demonstration Role-play Case Study	• Demonstration • Written Examination • Interviews/ Questioning
3. Perform computer operations	3.1 Plan and prepare task to be undertaken 3.2 Input data into a computer 3.3 Assess information using computer 3.4 Produce/ output data using computer system 3.5 Maintain computer system	Lecture Group Discussion Tutorial or self-pace Demonstration Practice Session	• Interviews/ Questioning • Demonstration • Observation

Unit of Competency	Learning Outcomes		Methodology	Assessment Approach
4. Perform workplace and safety practices	4.1	Practice workplace procedures for health, safety and security practices	Lecture Demonstration Role-play Simulation	• Demonstration • Interviews/ Questioning • Written Examination
	4.2	Perform child protection duties relevant to the tourism industry		
	4.3	Observe and monitor people		
	4.4	Deal with emergency situations		
	4.5	Maintain safe personal presentation standards		
	4.6	Maintain a safe and secure workplace		
5. Provide effective customer service	5.1	Greet customers	Lecture Demonstration Role-play Simulation	• Demonstration • Interviews/ Questioning • Observation
	5.2	Identify needs of customers		
	5.3	Deliver service to customer		
	5.4	Handle queries through use of common business tools and technology		
	5.5	Handle complaints/ conflict situations, evaluation and recommendations		

CORE COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Prepare the dining room/ restaurant area for service	1.1 Take table reservation 1.2 Prepare service stations and equipment 1.3 Set-up the tables in the dining area 1.4 Set the mood/ambiance of the dining area	Lecture-Discussion Demonstration with return demo Role Play Audio-visual presentations Visual aids (photos, drawings)	• Simulation/ Practical test • Oral questioning • Written exam
2. Welcome guests and take food and beverage orders	2.1 Welcome and greet guests 2.2 Seat the guest 2.3 Take food and beverage orders 2.4 Liaise between kitchen and service areas	Lecture-Discussion Demonstration Role Play	• Simulation/Practical test with oral questioning
3. Promote food and beverage products	3.1 Know the product 3.2 Undertake Suggestive selling 3.3 Carry out Upselling strategies	Lecture-Discussion Role Play	• Practical test • Oral Questioning
4. Provide food and beverage services to guests	4.1 Serve food orders 4.2 Assist the diners 4.3 Perform banquet or catering food service 4.4 Serve beverage orders 4.5 Process payments and receipts 4.6 Conclude food service and close down dining area 4.7 Manage intoxicated persons	Lecture-Discussion AV/Film viewing Demonstration Role Play	• Written or oral examination • Practical test

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
5. Provide room service	5.1 Take and process room service orders 5.2 Set up trays and trolleys 5.3 Present and serve food and beverage orders to guests 5.4 Present room service account 5.5 Clear away room service equipment	Lecture-Discussion Demonstration Role Play	• Written or Oral test • Practical test
6. Receive and handle guest concerns	6.1 Listen to the complaint 6.2 Apologize to the guest 6.3 Take proper action on the complaint 6.4 Record complaint	Lecture-Discussion Role Play	• Practical Role play or Oral examination

3.2   TRAINING DELIVERY

The delivery of training should follow to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;

- Learning is modular in its structure;

- Training delivery is individualized and self-paced;

- Training is based on work that must be performed;

- Training materials are directly related to the competency standards and the curriculum modules;

- Assessment is based on the collection of evidence of the performance of work to the industry required standard;

- Training is based both on and off-the-job components;

- Allows for recognition of prior learning (RPL) or current competencies;

- Training allows for multiple entry and exit; and

- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended, thus, programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations

- Modular/self-paced learning is a competency-based training modality where the trainee is allowed to progress at his own pace. The trainer only facilitates the training delivery

- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners

- Supervised industry training or on-the-job training is a training approach designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations

- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies

3.3   TRAINEE ENTRY REQUIREMENTS

Trainees or students who wish to enter this training should possess the following requirements:

- can communicate in basic English both oral and written
- at least completed the 10-year basic education
- can perform basic mathematical computation

3.4   LIST OF TOOL, EQUIPMENT AND MATERIALS FOR FOOD AND BEVERAGE SERVICES NC II

Recommended list of tools, equipment and materials for the training of 25 trainees for Food and Beverage Services NC II.

WAITERING TOOLS, MATERIALS AND EQUIPMENT					
QTY	DINNERWARE	QTY	CUTLERIES	QTY	GLASSWARE
24 pcs	Dinner plates, 10"	24 pcs.	Dinner knives	24 pcs.	Red wine glasses
6 pcs.	Show/service plates, 11-14"	24 pcs.	Dinner forks	24 pcs.	White wine glasses
24 pcs.	Salad plates 7-8"	24 pcs.	Salad knives	24 pcs.	Water goblets
24 pcs.	Fish plates, 8-9"	24 pcs.	Salad forks	24 pcs.	Juice glasses/Hi ball
24 pcs.	Dessert plates, 7-8"	24 pcs.	Fish knives	24 pcs.	Champagne flute
24 pcs.	Side plates or bread plates, 6"	24 pcs.	Fish forks	24 pcs.	Collins glasses
24 pcs.	Soup plate/bowl	24 pcs.	Soup spoons (cream and consume)	24 pcs.	Pilsner glasses/Ice tea glasses
24 pcs.	Cups and saucers 5-6 oz	24 pcs.	Dessert spoons		
		24 pcs.	Dessert forks		
		24 pcs.	Teaspoons		
		24 pcs.	Cocktail forks		
		6 pcs.	Service forks		
		6 pcs.	Service spoons		
		24 pcs.	Steak knives		
		24 pcs.	Butter knives		
		24 pcs.	Oyster forks		

QTY	OTHER SERVICEWARE	QTY		QTY	OTHER ACCESSORIES
2 units	Coffee pot	4 pcs.	54"X54 table cloth	2 pcs.	Menu Folders
2 units	Tea pot	2 pcs.	Table skirting cloths	2 pcs.	Order pads
4pcs	Salt and Pepper shakers	2 pcs.	Rectangular table cloths	2 pcs.	Bill folder/change trays
6 pcs	service trays	4 pcs.	Side towels	1 unit	Waiter station/cabinet
8 pcs	Silver platters	30 pcs.	16" x16" Cloth Table napkin	2 pcs.	Tray stand (optional)
8 pcs	Round (bar) trays				
4 pcs	Tooth pick holders			**TABLES/CHAIRS**	
6 pcs	Napkin holders			4 pcs.	Square/rectangular tables (4's/6's)
5 pcs	Sugar containers			2 pcs.	round tables (8's)
5 pcs	Creamer containers			36 pcs.	Dining/Banquet chairs
4 pcs	Sauce/gravy boats				
4 pcs	Soup tureen				
2 pcs	Peppermill				
2 pcs	Food tongs				
2 pcs.	Sauce ladles				
2 pcs.	Soup ladles				
2 pcs.	Cake servers				
6 pcs.	Water pitchers				
8 pcs.	(Room Service) Plate covers				
2 pcs.	Ice buckets with tongs				

3.5   TRAINING FACILITIES

FOOD AND BEVERAGE SERVICES NC II

Based on a class intake of 25 students/trainees.

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture/Laboratory Area	5 x 10	50	50
Wash Room	2 x 5	10	10
Tool Room/Supply Room	5 x 4	20	20
Circulation Area	5 x 5	25	25
Total Workshop Area :			**105**

3.6   TRAINER'S QUALIFICATIONS FOR TOURISM SECTOR (HOTEL AND RESTAURANT)

FOOD AND BEVERAGE SERVICES NC II

TRAINER'S QUALIFICATION

- Must be a holder of National TVET Trainers Certificate (NTTC) Level I in Food and Beverage Services NC II
- Must have at least 2 years industry experience
- Must have attended and/or has been involved in food and beverage service trainings, seminars, conventions or related activities in the last 5 years

3.7   INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1   To attain the National Qualification of **FOOD AND BEVERAGE SERVICES NC II**, the candidate must demonstrate competence in all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2   The qualification for **FOOD AND BEVERAGE SERVICES NC II** may be attained through demonstration of competence in all the units of competency covering all the required core units of qualification.

4.3   Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.4   The following are qualified to apply for assessment and certification:

4.4.1   Graduates of formal, non-formal and informal including enterprise-based training programs
4.4.2   Experienced workers (wage employed or self-employed)

4.5   The guidelines on assessment and certification are discussed in detail in the *"Procedures Manual on Assessment and Certification"* and *"Guidelines on the Implementation of the Philippine TVET Qualification and Certification System* **(PTQCS)**".

ANNEX A

COMPETENCY MAP
FOOD AND BEVERAGE SERVICES NC II

BASIC COMPETENCIES

Receive and respond to workplace communication	Work with others	Demonstrate work values	Practice basic housekeeping procedures	Participate in workplace communication	Work in a team environment	Practice career professionalism
Lead workplace communication	Lead small teams	Develop and practice negotiation skills	Solve problems related to work activities	Use mathematical concepts and techniques	Use relevant technologies	Practice occupational health and safety procedures
Utilize specialized communication skills	Develop teams and individuals	Apply problem solving techniques in the workplace	Collect, analyze and organize information	Plan and organize work	Promote environmental protection	

COMMON COMPETENCIES

Develop and update industry knowledge	Observe workplace hygiene procedures	Perform computer operations	Perform workplace and safety practices	Provide effective customer service
Roster staff	Control and order stock	Train small group	Establish and conduct business relationships	
Manage workplace diversity	Manage finances within a budget	Manage quality customer service	Conduct assessment	

Plan and schedule routine maintenance, repairs and modifications	Provide accommodation reception services	Prepare and present gateaux, tortes and cakes	Direct and lead service team in the dining area/restaurant	Manage facilities associated with commercial catering contracts	Select, prepare and serve specialty cuisine's	Prepare poultry and game dishes	Clean and maintain kitchen premises
Contribute to the implementation of emergency procedures	Conduct night audit	Prepare and display petits fours	Oversee dining area operations	Plan the catering for an event or function	Monitor catering revenue and costs	Prepare seafood dishes	Prepare stocks, sauces and soups
Observe and monitor people	Provide club reception services	Present desserts	Oversee banquet and/or catering function	Design menus to meet market needs	Establish and maintain quality control	Prepare desserts	Prepare appetizers
Escort, carry and store valuable items	Provide porter services	Clean bar areas	Operate a food outlet	Develop a food safety program	Apply cook-chill-freeze production process	Package prepared food	Prepare salads and dressings
Manage physical assets	Provide housekeeping services to guests	Operate bar	Prepare tenders for catering contracts	Prepare the dining room/restaurant area for service	Prepare foods according to dietary and cultural needs	Plan and prepare food for ala carte and buffets	Prepare sandwiches
Manage stock purchases and inventory	Prepare rooms for guests	Prepare and mix cocktails and non-alcoholic concoctions and hot drinks	Develop a food safety program	Welcome guests and take food and beverage orders	Transport and store food in a safe and hygienic manner	Plan and control menu-based catering	Prepare meat dishes
Provide for the safety of Very Important Persons (VIP)	Clean premises	Provide wine service	Plan coffee shop layout, menu and storage (Coffee Shop)	Provide food and beverage services to guests	Apply catering control principles	Organize bulk cooking operations	Prepare vegetable dishes
Provide a lost and found facility	Provide valet services	Receive and process reservations	Prepare and produce bakery products	Provide room service	Develop menus to meet special dietary and cultural needs	Prepare pates and terrines	Prepare egg dishes
Promote food and beverage products	Launder linen and guest clothes	Operate a computerized reservations system	Prepare and produce pastry products	Receive and handle guest concerns	Select catering system	Plan, prepare and serve specialized food items	Prepare starch dishes

CORE COMPETENCIES

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