



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 3

IN

RESTAURANT AND BAR SERVICES

August 2017

National Certificate Level 3 in Restaurant and Bar Services

1. **Level of qualification:** 3
2. **Credit total:** 120
3. **Review date:** August 2017
4. **Next Review:** August 2022
5. **Access to the qualification**

4.1 Entry information

National Certificate Level 2 in Restaurant and Bar Services or National Certificate of Education (NCE).

4.2 Recognition of Prior Learning (RPL)

Potential candidates holding at least 3 years of working experience in the relevant field may obtain this qualification through Recognition of Prior Learning (RPL) process.

4.3 Award of qualification requirements

Compulsory

All the unit standards listed are required.

Unit No.	Unit Standard Title	Level	Credit
Hospitality Operations			
th/01/0001/03	Demonstrate Knowledge of Coffee Heritage Production and Service	3	2
th/01/0002/03	Prepare and Present Tea and Herbal Infusion for Service	3	2
th/01/0003/03	Demonstrate Knowledge of Food Service Styles and Menu Types in a Commercial Environment	3	5
th/01/0004/03	Demonstrate Knowledge of Alcoholic and Non-Alcoholic Beverages and Beverage Service Equipment	3	10
th/01/0005/03	Provide a Beverage Service to Tables	3	2
th/01/0006/03	Maintain Bulk Beer Storage Facilities and Kegs in a Licensed Commercial Environment	3	2
th/01/0007/03	Demonstrate Knowledge of Beer and Beer Service	3	2
th/01/0008/03	Evaluate Wine	3	5
th/01/0009/03	Prepare, Take Orders, and Serve Bottled Wines	3	5
Generic			
th/01/0010/03	Develop and Maintain Professional Conduct and Organisational Ethics	3	4
th/01/0011/03	Uphold Personal Hygiene Image and Grooming in the Workplace	3	3
th/01/0012/03	Demonstrate Knowledge of the Organisation Structure in the Hospitality Industry	3	4
th/01/0013/03	Understand and Apply Principles of Team Work	3	2
th/01/0014/03	Perform Basic Calculations and Restaurant/Bar Billing	3	4
th/01/0015/03	Demonstrate Knowledge of Basic IT	3	2

Communication Skills			
th/01/0016/03	Participate in Formal Meetings	3	2
th/01/0017/03	Give and Receive Feedback	3	2
th/01/0018/03	Recognise and Apply Non Verbal Communications	3	4
th/01/0019/03	Communicate in English and French Languages	3	14
th/01/0020/03	Greet and Seat Customers, and Take Initial Orders	3	4
Food Safety & Hygiene			
th//01/0021/03	Maintain a Clean Working Environment	3	2
th/01/0022/03	Follow Workplace Hygiene Procedures	3	2
Safety & Health			
th/01/0023/03	Understand and Maintain a Safe and Secure Environment in the Workplace	3	2
th/01/0024/03	Demonstrate Knowledge of Occupational Safety and Health Act (OSHA) in the Tourism Industry	3	4
Customer Service			
th/01/0025/03	Serve Customers Face to Face in a Wide Range of Contexts	3	5
th/01/0026/03	Assist Customers to Select Goods and/or Services Face to Face	3	5
th/01/0027/03	Establish and Develop Customer Relationships	3	5
th/01/0028/03	Provide Advanced Restaurant Food Service	3	15
Total			120

6. Purpose

The qualification is awarded to people who have demonstrated advanced skills and knowledge necessary to work in a Restaurant and Bar environment including correct use of service techniques, customer interaction skills, product knowledge, safe food handling practices and compliance with health and safety legislation. The holder will also demonstrate a range of interpersonal, personal presentation, numeracy, literacy and team work skills required to work with staff in a commercial food and beverage service environment.