



MAURITIUS QUALIFICATIONS AUTHORITY

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**NATIONAL CERTIFICATE**

**LEVEL 4**

**IN**

**RESTAURANT AND BAR SERVICES**

# **National Certificate Level 4 in Restaurant and Bar Services**

1. **Level:** 4
2. **Credits:** 120
3. **Review Date:** June 2021
4. **Access to qualification**

## **4.1 Entry Information**

National Certificate Level 3 Restaurant and Bar Services

## **4.2 Recognition of Prior Learning [RPL]**

Applicant holding a qualification at NQF Level 3 and at least 3 years' experience in the field should apply for RPL on the prescribed Application Form.

## **5. Award of Qualification Requirements**

### **Compulsory**

*All the unit standards listed are required:*

<b>Unit No.</b>	<b>Unit Standard Title</b>	<b>Level</b>	<b>Credit</b>
	<b>HOSPITALITY OPERATIONS</b>		
th/01/0001/04	Provide Restaurant Silver Service to Customers	4	3
th/01/0002/04	Plan and Supervise Food and Beverage Functions	4	4
th/01/0003/04	Plan and Supervise Daily Food Service Operations	4	4
th/01/0004/04	Demonstrate Knowledge of Culinary Products and Terms	4	4
th/01/0005/04	Demonstrate Knowledge of the Sale of Liquor and Implications on Licenced Premise Operations	4	2
th/01/0006/04	Prepare and Serve Liqueurs and Hot Alcoholic Beverages	4	4
th/01/0007/04	Prepare and Serve Cocktails	4	4

th/01/0008/04	Perform and Demonstrate knowledge of Host Responsibility Practices as a Liquor Licence Controller	4	3
th/01/0009/04	Demonstrate Knowledge of Beverage Products	4	5
th/01/0010/04	Plan and Supervise Daily Beverage Service Operations	4	5
th/01/0011/04	Demonstrate Knowledge of Wines	4	5
th/01/0012/04	Determine Customer Needs and Serve Wine	4	5
th/01/0013/04	Prepare and Carve Meat and Poultry for Customers	4	4
th/01/0014/04	Prepare and Serve Food Using a Guéridon	4	4
th/01/0015/04	Provide Specialist Guéridon Food Service to Customers	4	3
th/01/0016/04	Maintain Rooms for Functions	4	4
th/01/0017/04	Provide Food and Beverage Service for Functions	4	4
th/01/0018/04	Demonstrate Knowledge of Food and Beverage Stock Control	4	3
	<b>GENERIC</b>		
th/01/0019/04	Plan and Implement Hospitality Staff Rosters	4	2
th/01/0020/04	Participate in Groups and/or Teams to Make Decisions	4	3
th/01/0021/04	Maintain Personal Presentation and Appropriate Communication Techniques	4	3
th/01/0022/04	Apply Time Management Concepts and Methods in Business Situations as a Supervisor	4	3
th/01/0023/04	Demonstrate knowledge of quality and its management	4	2
th/01/0024/04	Use of Hospitality Selected Software to Input Data	4	3
th/01/0025/04	Work In a Food Business Under a Food Safety Programme	4	4

th/01/0026/04	Carry Out Induction Programme for New Recruits at Workplace	4	2
th/01/0027/04	Carry out on the job training for new recruits at workplace	4	4
	<b>COMMUNICATION</b>		
th/01/0028/04	Communicate in English, French and Chosen Foreign Language	4	10
th/01/0029/04	Plan, Organise and Support Project Meetings and Workshops	4	2
	<b>CUSTOMER SERVICE</b>		
th/01/0030/04	Handle Complaints and Difficult Situations	4	4
th/01/0031/04	Develop and Strengthen Customer Relationships and Services	4	4
	<b>SAFETY AND HEALTH</b>		
th/01/0032/04	Maintain Safety in the Workplace	4	4
	<b>TOTAL</b>		<b>120</b>

## 6. Purpose

This qualification recognises the competence, knowledge, and skills required by experienced operators in the Restaurant and Bar services.

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 teamwork skills required to supervise staff in a commercial food and beverage service environment.

This certificate provides a progression from the National Certificate Level 3 in Restaurant and Bar Services.