



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 2

IN

RESTAURANT & BAR SERVICES

National Certificate Level 2 in Restaurant and Bar Services

1. Level: 2
2. Total Credits: 81
3. Review date: 25 May 2031
4. Access to qualification

4.1 Entry information

No formal entry requirement but the learner is expected to have basic numeracy and literacy skills.

4.2 Recognition of Prior Learning (RPL)

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

5. Award of qualification requirements

Compulsory

All the unit standards listed are required.

Unit No.	Unit Standard Title	Level	Credit
Health & Safety			
01	Apply a safe and secure environment for customers in the hospitality industry	2	2
Food Safety and Hygiene			
02	Practice food safety methods in a food business	2	4
03	Understanding the importance of new eating habits and special dietary needs	2	3
Hospitality Operations			
04	Provide customer care in the hospitality industry	2	4
05	Apply procedures to protect people and property in the hospitality industry	2	2
06	Provide information about an establishment in the hospitality industry	2	2
07	Prepare and clear areas for counter food service	2	4

08	Provide counter food service	2	3
09	Prepare and clear service areas and serve takeaway food	2	2
10	Prepare food orders for takeaway	2	2
11	Provide basic table food service	2	3
12	Prepare and clear areas for table food service	2	2
13	Provide buffet food service	2	3
14	Prepare and serve basic alcoholic beverages	2	2
15	Prepare and serve hot and cold drinks	2	3
16	Describe the employment relationship, and the application of employment law to that relationship	2	2
17	Apply knowledge of sustainability in food and beverage	2	3
18	Apply Knowledge of current beverage trends in the hospitality sector	2	3
Communication Skills			
19	Participate in groups and/or teams to gather ideas and information	2	3
20	Read and write texts for practical purposes	2	3
21	Perform basic calculations for the workplace	2	3
22	Provide basic guest service in a multicultural environment	2	3
Generic			
23	Demonstrate ethical behaviour at the workplace	2	3
24	Work in a diverse workplace	2	3
25	Maintain personal hygiene, image and grooming in the workplace	2	3
26	Demonstrate knowledge of tourist destinations in Mauritius	2	3
27	Use ICT systems in restaurant and bar services	2	2
28	Identify and follow guest data privacy requirements in accordance with GDPR	2	3
29	Apply basic food and beverage terminology in the workplace	2	3
	Total Credits		81

6. Purpose

This qualification recognises people who have the competence, knowledge and skills required to work in a food and beverage service role in a commercial environment.

It is awarded to people who are able to demonstrate the skills and knowledge necessary to work in a food and beverage service role, including preparation for service, serving food to customers, interacting with customers, safe food handling practices and compliance with Health and Safety legislation. The holder will also demonstrate a range of interpersonal, personal presentation, numerical abilities, literacy and teamwork skills required by workers in a food and beverage service environment.

This certificate is designed to provide a pathway to the National Certificate in Level 3 in Restaurant and Bar Services.