



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 3

IN

RESTAURANT AND BAR SERVICES

National Certificate Level 3 in Restaurant and Bar Services

1. Level: 3
2. Total Credits: 149
3. Review date: April 2031
4. Access to 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.

5. Award of qualification requirements

Compulsory

All the unit standards listed are required.

Unit No.	Unit Standard Title	Level	Credit
Hospitality Operations			
01	Apply knowledge of restaurant service operations	3	2
02	Apply knowledge of restaurant service delivery	3	2
03	Apply knowledge of bar operations	3	5
04	Apply knowledge in advanced food and beverage service delivery	3	5
05	Analyse food service styles and menu knowledge	3	2
06	Apply beverage knowledge and table service skills	3	2
07	Apply knowledge of coffee and tea heritage, production, and service	3	2
08	Handle and serve bottled wines in food and beverage operations	3	8
09	Handle and serve beers in food and beverage operations	3	6
10	Handle and serve alcoholic beverages in food and beverage operations	3	6
11	Apply knowledge of current trends in beverages	3	5

Generic			
12	Apply sustainable practices in food and beverage services	3	5
13	Develop and Maintain Professional Conduct and Organisational Ethics	3	4
14	Uphold Personal Hygiene Image and Grooming in the Workplace	3	3
15	Explain the organisational structure in the hospitality industry	3	4
16	Understand and Apply Principles of Teamwork	3	2
17	Perform Basic Calculations and Restaurant/Bar Billing	3	4
18	Demonstrate Knowledge of Basic IT	3	2
19	Apply and operate ICT systems in restaurant and bar services	3	4
20	Applying GDPR principles in handling guest information	3	2
21	Apply technical food and beverage terminology in workplace communication	3	2
Communication Skills			
22	Participate in Formal Meetings	3	2
23	Give and Receive Feedback	3	2
24	Recognise and Apply Non-Verbal Communications	3	4
25	Communicate in English and French Languages	3	14
26	Greet and Seat Customers, and Take Initial Orders	3	4
27	Communicate and provide service to guests from diverse cultural backgrounds	3	3
Food Safety & Hygiene			
28	Maintain a Clean Working Environment	3	2
29	Follow Workplace Hygiene Procedures	3	2
30	Applying Knowledge of Dietary Trends, Allergens, and Communication in Food Service	3	3
Safety & Health			
31	Understand and Maintain a Safe and Secure Environment in the Workplace	3	2

32	Demonstrate Knowledge of Occupational Safety and Health Act (OSHA) in the Tourism Industry	3	4
Customer Service			
33	Serve Customers Face to Face in a Wide Range of Contexts	3	5
34	Assist Customers to Select Goods and/or Services Face to Face	3	5
35	Establish and Develop Customer Relationships	3	5
36	Provide Advanced Restaurant Food Service	3	15
	Total Credits		149

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.