

**NATIONAL VOCATIONAL TRAINING INSTITUTE
TESTING DIVISION**

**TRADE TESTNG REGULATIONS AND SYLLABUS
TRADE: WAITING**

FOOD AND BEVERAGE SERVICE FOR THE HOSPITALITY INDUSTRIES

LEVEL: CERTIFICATE TWO

CERTIFICATE TWO

A. INTRODUCTION

- i. The review of this syllabus has been generally influenced by the demands of industries due to its continuous change as a result of technological advancement and the changing needs of society.

It was also influenced by the TVET reforms under the directions of the new educational reforms with the view to opening up further education and training opportunities to TVET graduates. The certificate TWO syllabus is designed to respond to the following level descriptors:

QUALIFICATION	KNOWLEDGE LEVEL	SKILLS AND ATTITUDE:
Certificate II	<ol style="list-style-type: none">1. To demonstrate broad knowledge base with substantial depth in area(s) of study.2. To demonstrate a command of analytical interpretation of range of data.3. To present results of study accurately and reliably.	<ol style="list-style-type: none">1. Needs varied skills and competencies in different tasks under various contexts.2. Require a wide range of technical and supervisory skills.3. Would be employed in different contexts.

- ii. The programme is targeted at FOOD AND BEVERAGE SERVICE FOR THE HOSPITALITY INDUSTRIES – and is aimed at reinforcing the basic knowledge and skills necessary for those involved at a variety of levels in food and beverage service

On completion of this course, the trainee should be able to understand and demonstrate the following;

- i) Extension of safety, health and hygiene working practices.
- ii) Social skills and attributes of the waiter.

- iii) Types of services.
- iv) Checking and controlling of the guest bill.
- v) Communication skills.
- vi) Customer care
- vii) Pre service procedure.
- viii) Advanced product knowledge.
- ix) Extension of food service
- x) Extension of beverage service.
- xi) Order of food and beverage service
- xii) A table and trolley service
- xiii) A carvey and buffet service
- xiv) Snack bar and counter service
- xv) Knowledge in wines and cocktails.

C. THE COURSE COMPONENTS

Trade Theory
Science and Calculation
Trade Drawing
General Paper
Trade Practical

EXAMINATION: The candidates would be examined in the FIVE components listed in 'C' above.

Practical work must be carefully planned to illustrate application of the theory and to provide maximum opportunity for shop practice, laboratory work and demonstration.

D. KNOWLEDGE AND SKILLS REQUIREMENT

The prime objective of the programme is to provide knowledge and skills of the trade in a manner that will best meet the needs of the trade as well as industries using professional equipments

E. ENTRY TO THE COURSE

Minimum education: Must have passed the Certificate One (I) examination.

F. ELIGIBILITY FOR ENTRY TO EXAMINATION

Candidates may enter for examination only as internal candidates. That is, those who at the time of entry to the examination are undertaking (or have already completed the course at an approved establishment) and has successfully passed the certificate One (1).

G. EXTERNAL EXAMINERS

The practical work of candidates will be assessed by an external examiner appointed by the Testing Commissioner.

H. EXAMINATION RESULTS AND CERTIFICATES

Each candidate will receive record of performance given the grade of performance for the components Taken. These are:

- i) Distinction
- ii) Credit
- iii) Pass
- iv) Referred/Failure

Certificates would be issued to candidates who pass in all the components.

NOTE:

All Technical and Vocational trainees who aspire to take advantage of the opportunities opened to them in the educational reforms should NOTE that, for a trainee to progress to certificate Two (2) a pass in Certificate One (1) compulsory.

I. APPROVAL OF COURSE

Institutions or other establishments intending to prepare trainees for the Examination must apply to:

THE COMMISSIONER

TESTING DIVISION

NVTI HEAD OFFICE

P. O. BOX MB 21, ACCRA

J. ACKNOWLEDGEMENT

Mr. Kwame Owuna Ennuson (Proprietor – Premier Waiting-on Training Institute - Sekondi)

Mrs. Adelaide Spio-Kwofie (M.Ed Pending) in reviewing the whole materials and making necessary additions and recommendation is also appreciated. Government's desire to improve the lot of Technical/Vocational Training which led to the preparation of this syllabus is hereby acknowledge.

iii. **RECOMMENDED BOOKS**

NOTE: Preferably the current edition of any underlisted books are of good choice.

- a) Bullied. A, David R et al, ***Serving Food and Drink: Table and Function***. 2nd Ed, Stanley Thornes.
- b) Crack nell H.L and Nobis, G, ***Mastering Restaurant Service***, Macmillan Education Limited – London
- c) Dahmer S and Kahl K. W, ***The Waiter and Waitress Training Manual***. Van Nostrand Reinhold, Thomson Publishing Inc.
- d) Fuller J. ***Modern Restaurant Service. A manual for students and practitioners***, Stanley Thornes Publishers Ltd
- e) Johns I. ***Hospitality and Catering*** . GNVQ: Advanced Text book. Butterworth Heinmann.
- f) Lillicrap D and Cousins J., ***Food and beverage service***. ELST with Hodder and Stoughton.

iv. **RECOMMENDED MARKING SCHEME FOR CERTIFICATE 1 & 2**

Appearance	Non verbal communication	Organization Efficiency	Lay up	Ordering	Drink service	Food service	Clearing	Attitude to customer	Verbal communication	TOTAL
10	5	10	10	10	15	15	15	5	5	100

PRACTICAL/DEMONSTRATION, PENDING ON TYPE OF MENU AND BEVERAGE

TOOLS ON DEMONSTRATION FROM THE INSTITUTE	
<p><u>CROKERY</u> Dinner plates Sweet or fish plates Side plates Saucers (Types) Egg stands Soup bowls Soup plates Tea cups Mug Demitasse coffee cups Milk jugs Sugar bowls Gravy bowls Gravy bowls stand</p> <p><u>CUTELLERY</u> Soup spoons Dessert or sweet spoons Serving spoons Tea spoons Coffee spoons</p>	<p><u>GLASSWARE</u> Champagne or five star glasses Paris goblets or wine glasses Slim jims or cocktail glasses Beer glasses (types) Brandy glasses Cherry glasses Whisky glasses Executive wine glasses Elgin schooner glass Elgin glass (5/6 if 02) Ash trays Water jugs</p> <p><u>STAINLESS STEEL ITEMS</u> Coffe pots Tea pots Milk jugs Coupes Soup tureen Urns Plain flats</p>

Cocktail spoons
Dinner knives or main knives
Side or buffer knives
Fish knives
Dinner fork or joints forks
Sweet or small forks
Cocktail fork
Fish forks

Deep flats
Cruets sets
Soup ladles
Burco boiler
Ice cream scoops
Tongues
Table lamps
Gateau slicer
Ice container
Ice bucket
Buffet maid
Flat (Types)

OTHERS

Table cloths (types and sizes)
Linen napkins
Table mats
Tea towels
Doileys
Dunicel napkins
Serviette
Decanters
Cork screw opener

WAITING - CERTIFICATE TWO TRADE THEORY

TASK		CRITICAL POINTS	SUB-POINTS	INSTRUCTIONAL TECHNIQUE
1.0	SOCIAL SKILLS AND ATTRIBUTES OF A WAITER	1.1 Attributes of the waiter.	1.2 Attributes; <ul style="list-style-type: none"> • Body language • Mental attributes • Physical qualities • Personal factors, etc. 	1.3 Teaching and lecturing.
2.0	TYPES OF SERVICE (EXTENSION)	2.1 The different types of food services given to guest.	2.2 Types of services <ul style="list-style-type: none"> ➤ French service ➤ Silver service ➤ English service ➤ Russian service ➤ Family service ➤ Gueridon service, etc 	2.3 Teaching and discussion
3.0	PREPARING GUEST BILL	3.1 Checking and controlling of the guest bill.	3.2 Explain the following; <ol style="list-style-type: none"> i. To prepare duplicate and triplicate bill. ii. To reconcile bill with that of the kitchen. iii. To reconcile bill with that of the bar tender man. iv. Mislaid checks v. Reconcile room numbers with bills. vi. To use carbonized bill. 	3.3 Teaching, lecturing and discussion.

WAITING - CERTIFICATE TWO TRADE THEORY

TASK		CRITICAL POINTS	SUB-POINTS	INSTRUCTIONAL TECHNIQUE
4.0	COMMUNICATION SKILLS	4.1 The purpose of communicating; <ul style="list-style-type: none"> ➤ Receptive side ➤ Productive side 	4.2 To relate to customers/guest. <ol style="list-style-type: none"> i. During service of food and beverage. ii. During clearing of food and beverage. iii. Leading them/seating them. iv. Addressing them, etc 	4.3 Lecturing and Discussions
5.0	CUSTOMER CARE	5.1 Dealing with customer incidents. That is how the waiter handles any unforeseen situation.	5.2 How the waiter's ability to handle the following; <ul style="list-style-type: none"> • Customer complaint. • Spillage on customer's cloth. • Highest attention given to customers. 	5.3 Teaching and discussion.
6.0	ADVANCED PRODUCT KNOWLEDGE	6.1 Meal composition and its place in the menu.	6.2 The place of the following in a meal; <ol style="list-style-type: none"> i. The Relever ii. The Entrée iii. The Roast iv. The Sobet v. Accompaniments 	6.3 Teaching and Discussion
7.0	MENU COMPILATION	7.1 Menu compilation.	7.2 An idea about the following; <ol style="list-style-type: none"> i. Breakfast ii. Lunch iii. Dinner, etc 	7.3 Teaching and discussion

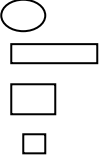
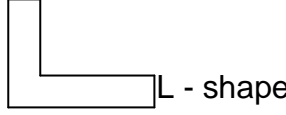
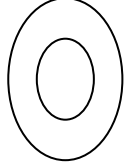
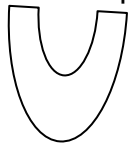
CERTIFICATE TWO – TRADE THEORY

	TASK	CRITICAL SKILLS	SUB-SKILLS	INSTRUCTIONAL TECHNIQUE
8.0	KNOWLEDGE IN DRINKS	8.1 Common drinks served in the bars and restaurants.	8.2 Drinks <ul style="list-style-type: none">➤ Red wine➤ White wine➤ Champagne➤ Liqueur, etc	8.3 Teaching and discussion. The use of real objects.

PRACTICALS – CERTIFICATE TWO

	TASK	CRITICAL SKILLS	SUB-SKILLS	INSTRUCTIONAL TECHNIQUE
1.0	GENERAL PRE-SERVICE PROCEDURES	1.1 Mis-en-place or basic preparation before the service of food and beverage commences.	1.2. What the waiter should do before the actual food and beverage service start. <ol style="list-style-type: none"> i. Arranging tables and chairs ii. Putting on table cloths iii. Assembling and polishing stainless steel items. iv. Lay-up for service. 	1.3 Demonstrate for trainees to observe. Trainees should visit any 2/3 star hotel to observe their lay-up.
2.0	EXTENSION OF THE FOLLOWING	2.1 Further studies on the following; <ul style="list-style-type: none"> • Table and trolley service. • Silver service • Counter service • Carvey • Buffet service 	2.2 The tools and equipment used to perform the following; <ul style="list-style-type: none"> • Table and trolley service, eg. Table, trolley, etc. • Silver service-eg large silver fork, large silver spoon, oval flat. • Carvey and buffet service – eg. Carvey knife or filleting knife, fork, food tongue. 	2.3 Demonstrate to learners how to handle and manipulate it usage during service.
3.0	DRINK SERVICE	3.1 Provide a table drink service in the bar and restaurant	3.2 Dispense the following: <ol style="list-style-type: none"> i. White wine ii. Red wine iii. Champagne iv. Liqueur 	3.3 Demonstrate how to pour any of these drinks

WAITING - CERTIFICATE ONE TRADE DRAWING

TASK		CRITICAL POINTS	SUB-POINTS	INSTRUCTIONAL TECHNIQUE
1.0	TABLE LAYOUT	1.1 Tables used for food and beverage service	1.2 Types of table; Round Rectangular Square Block	1.3 Real object 
2.0	TYPES OF SEATING ARRANGEMENT	2.1 To arrange seating plan. Example L – shape U – shape Banquet type	2.2 Style of arrangement i)  L - shape ii) Round shape  iii) U – shape 	2.3 Demonstrate using real object.
3.0	SHAPES AND SIZES OF GLASSES	3.1 Types of glasses and their usage. <ul style="list-style-type: none"> • Cocktail glass • Champagne glass • Brandy glass • High ball 	3.2 Draw glasses <ul style="list-style-type: none"> ❖ Cocktail glass ❖ Champagne glass ❖ High ball, etc 	3.3 Use real objects and help student to identify.

WAITING CERTIFICATE TWO TRADE SCIENCE AND CALCULATIONS

TASK		CRITICAL POINTS	SUB-SKILLS	INSTRUCTIONAL TECHNIQUE
1.0	HYGIENE AND SAFETY AT WORK PLACES	1.1.1. The causes of accidents. 1.1.2. Types of cuts, burns, scalds and treatments applied. 1.1.3. Safe use of equipment. 1.1.4. Handling spillages on the floor. 1.1.5.	1.2.1 Treatments given to cuts on any part of the body, eg hand, legs. 1.2.2 Safe handling of food and beverage service equipments.	1.3 Teaching, lecturing and demonstrating.
2.0	PREPARING BILLS	2.1 Billing and checking procedure	2.2.1 Written proof that the customer has been served and charged correctly. 2.2.2 Correct addition of food and beverage ordered.	2.3 Real objects teaching and demonstration