

# **NATIONAL VOCATIONAL TRAINING INSTITUTE**

**TRADE TESTING REGULATIONS AND SYLLABUS**

**TRADE:            WAITING**

**FOOD AND BEVERAGE SERVICE FOR THE HOSPITALITY INDUSTRIES**

**LEVEL: CERTIFICATE ONE**

## CERTIFICATE ONE

### 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 ONE syllabus is designed to respond to the following level descriptors:

<b>QUALIFICATION</b>	<b>KNOWLEDGE LEVEL</b>	<b>SKILLS AND ATTITUDE:</b>
Certificate 1	<ol style="list-style-type: none"><li>1. To demonstrate a broad knowledge base incorporating some technical concepts.</li><li>2. To demonstrate knowledge of the theoretical basis of practical skills.</li><li>3. To demonstrate knowledge in numeracy, literacy, IT and Entrepreneurial skills</li></ol>	<ol style="list-style-type: none"><li>1. Require a wide range of technical skills</li><li>2. Are applied in a variety of familiar and complex contexts with minimum supervision.</li><li>3. Require collaboration with others in a team</li></ol>

- ii. This scheme is the development of further education and training in general restaurant service. In addition the programme will contribute to student development, reinforce the vocational skills in the application of food and beverage service skills. For the complete program to be fully effective, it is important that trainees spend some time on the job and liaison be maintained between training staff (teaching staff), employers and the industry as a whole.

It would also help them to function well in the FOOD AND BEVERAGE SERVICE FOR THE HOSPITALITY INDUSTRIES

## **B. GENERAL OBJECTIVES**

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

- i) The restaurant and its staff
- ii) Safety and hygiene at work
- iii) Personal skills in waiting
- iv) Menu knowledge and its accompaniments.
- v) General billing procedure
- vi) Table laying
- vii) Procedure for serving food
- viii) Procedure for serving beverages
- ix) Style of service – eg. Plate service
- x) Basic culinary terms in English and French
- xi) The use of linen in the restaurant (eg. Table cloth, napkins, waiters service cloth).

## **C. THE COURSE COMPONENTS**

- a) Trade Theory
- b) Trade Science and Calculation
- c) Trade Drawing
- d) General Paper`
- e) 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 workshop practice, laboratory work and demonstration.

## **D. KNOWLEDGE AND SKILLS REQUIREMENT**

The prime objective of the program is to provide knowledge and skills of the trade in manner that will best meet the needs of the trade as well as the industries using Welding Equipment.

## **E. ELIGIBILITY FOR ENTRY TO EXAMINATION**

Candidates may enter for examination only as internal candidate; that is those who at the time of entry to the examination are undertaking (or) have already completed the course at an approved establishment.

## **F. EXTERNAL EXAMINERS**

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

## **G. 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
- v)

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.

## **H. 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

## **I. ACKNOWLEDGEMENT**

NVTI wishes to acknowledge the preparatory material done by the team of experts, which have been incorporated into this syllabus. They are;

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.

## J. RECOMMENDED BOOKS FOR WAITING

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***. 2<sup>nd</sup> 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) Lillcrap D and Cousins J., ***Food and beverage service***. ELST with Hodder and Stoughton.

It is again recommended that an Institution teaching Waiting should have the following equipment as Instructional aid.

**PRACTICAL/DEMONSTRATION, PENDING ON TYPE OF MENU AND BEVERAGE**

**TOOLS ON DEMONSTRATION FROM THE INSTITUTE**

**CROKERY**

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

**CUTELLERY**

Soup spoons  
Dessert or sweet spoons  
Serving spoons  
Tea spoons  
Coffee spoons  
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

**GLASSWARE**

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

**STAINLESS STEEL ITEMS**

Coffer pots  
Tea pots  
Milk jugs  
Coupes  
Soup tureen  
Urns  
Plain flats  
Deep flats  
Cruets sets  
Soup ladles  
Burco boiler  
Ice cream scoops  
Tongues  
Table lamps  
Gateau slicer  
Ice container  
Ice bucket  
Buffet maid





### WAITING CERTIFICATE ONE - TRADE THEORY

TASK		CRITICAL POINTS	SUB-POINTS	INSTRUCTIONAL TECHNIQUE
1.0	THE FOOD AND BEVERAGE SERVICE PERSONNEL	1.1 Food and beverage service personnel found in the various set up.	1.2 Duties of the service personnel. Eg. Head waiter, waiter etc.	1.3 Teaching and lecturing.
2.0	MENU KNOWLEDGE AND ACCOMPANIMENT	2.1 Sequence of Menu and their accompaniment	2.2 knowledge in the following. E.g Horsd'oeuvres soups, fish and salads, etc.	2.3 Teaching and discussion
3.0	BILLING PROCEDURE	3.1 Preparation of customer bill.	3.2 Books: i) Duplicate order book ii) Triplicate order book iii) Guest bill	3.3 Teaching and demonstrating.
4.0	PROCEDURE FOR SERVING COURSES (ORDER OF SERVICE)	4.1 Define i) Table d'hote ii) A'la carte	4.2.1 The cutleries on the table d'hote and ala carte. 4.2.2 Order of service for ala carte and Table d'hote	4.3 Teaching and discussion.
5.0	SERVICE OF BEVERAGES AND SIDES OF SERVICE	5.1 Differentiate between alcoholic beverages and non-alcoholic beverages.	5.2.1 Types of alcoholic beverage eg. Spirit, beer, Champaign, wine.  5.2.2 Types of non-alcoholic beverage eg Fanta, Coke, Milo, Coffee, Malt, etc	5.3 Teaching and lecturing.

**WAITING CERTIFICATE ONE - TRADE THEORY**

<b>TASK</b>		<b>CRITICAL POINTS</b>	<b>SUB-POINTS</b>	<b>INSTRUCTIONAL TECHNIQUE</b>
6.0	UNDERSTAND BASIC LANGUAGE	6.1 Basic English language and basic culinary French.	6.2 Basic culinary French terms and its meaning in the menu.	6.3 Teaching
7.0	THE USE OF LINEN IN THE RESTAURANT	7.1 The purpose of the linen usage:  a) Napkins, b) Table cloth c) Waiter's service cloth, etc.	7.2 i) Table cloth ii) Napkins iii) Waiter's cloth	7.3 Teaching and use of real objects to demonstrate

## PRACTICAL – CERTIFICATE ONE

TASK		CRITICAL SKILLS	SUB-SKILLS	INSTRUCTIONAL TECHNIQUE
1.0	PERSONAL SKILLS IN WAITING	1.1 Basic technical skills in waiting.	1.2.1 Manipulate service spoon and fork. 1.2.2 Service plate. 1.2.3 How to carry salver or trays for service. 1.2.4 Carry service plate. 1.2.5 Carry drinking glasses.	1.3 Demonstrate on the following; ➤ Role Play ➤ Real object  Trainees should visit any restaurant to observe.
2.0	TABLE LAYING	2.1 Table laying for; <ul style="list-style-type: none"> <li>• Table d'hote</li> <li>• A'la carte</li> </ul>	2.2 Table laying for; <ul style="list-style-type: none"> <li>• Table d'hote</li> <li>• A'la carte</li> </ul> 2.2.1 Identify cutleries for each settings.	2.3 The use of real object, role play demonstration.
3.0	PLATE SERVICE AND SIDES OF SERVICE	3.1 Differentiate between the plate service and sides of service	3.2 i) To hold a plate. ii) To present the plate in front of the guest. iii) Position of the waiter during food service	3.3 Teaching, demonstrating and lecturing. Instructional aids is also recommended.
4.0	SERVICE OF BEVERAGES AND SIDES OF BEVERAGES		4.2 T i. To carry the bottle to the customer. ii. To open the bottle in front of the guest.	4.3 Demonstration Role play use of real object.

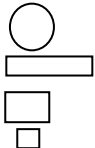
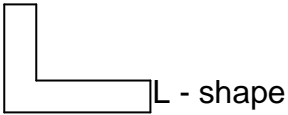
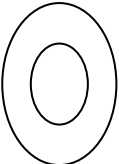
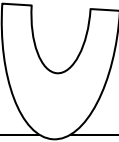
**PRACTICAL – CERTIFICATE ONE**

<b>TASK</b>		<b>CRITICAL SKILLS</b>	<b>SUB-SKILLS</b>	<b>INSTRUCTIONAL TECHNIQUE</b>
4.0			iii. To provide beverage in front of the guest iv. To top up guest drink. v. To use the ice bucket.	Demonstration
5.0	CLEARING SERVICE EQUIPMENT	5.1 To clear the following; i. Beverages – Alcoholic and non alcoholic ii. Plate of all kinds iii. Cutleries of all kinds	5.2 To clear: i. Finished up beverage bottles. ii. Used drinking glasses, cups, etc iii. Used main plates and side plates. iv. Used cutleries of all kinds.	5.3 The use of real object, demonstration and discussion.
6.0	PREPARATION FOR SERVICE	6.1 The Mis-en-place items Eg butter dish condiments, bottle openers, cutleries, glasses, etc.	6.2.1 Polishing the stainless steel items eg <ul style="list-style-type: none"> <li>• Ashtrays,</li> <li>• Butter dish</li> <li>• Trays.</li> </ul> 6.2.2 Polish the service items using local and foreign agent eg <ul style="list-style-type: none"> <li>• Polvit</li> <li>• Steel wool</li> </ul>	6.3 Use real object to demonstrate the polishing.

**PRACTICAL – CERTIFICATE ONE**

<b>TASK</b>		<b>CRITICAL SKILLS</b>	<b>SUB-SKILLS</b>	<b>INSTRUCTIONAL TECHNIQUE</b>
7.0	THE USE OF RESTAURANT LINEN	7.1 To fold the following to avoid creases	7.2 Folding: i. The table cloth ii. Slip cloth iii. Buffet cloth iv. Tea and glass cloth v. Handling waiter's cloth vi. Different kinds of napkins folding	7.3 The use of real objects, demonstration and lecture.

**WAITING CERTIFICATE ONE - DRAWING**

<b>TASK</b>		<b>CRITICAL POINTS</b>	<b>SUB-POINTS</b>	<b>INSTRUCTIONAL TECHNIQUE</b>
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 Seating plan. Example L – shape U – shape Banquet type Round shape	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"> <li>• Cocktail glass</li> <li>• Champagne glass</li> </ul>	3.2 Cocktail glass <ul style="list-style-type: none"> <li>• Champagne glass</li> <li>• High ball, etc</li> </ul>	3.3 Use real objects and help student to identify and draw

		<ul style="list-style-type: none"> <li>• Brandy glass</li> <li>• High ball</li> </ul>		
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### WAITING CERTIFICATE ONE - TRADE SCIENCE AND CALCULATIONS

TASK		CRITICAL POINTS	SUB-POINTS	INSTRUCTIONAL TECHNIQUE
1.0	HEALTHY, HYGIENE AND SAFETY	1.1 Causes of accidents in the food service area.	1.2.1 Treatment of different types of cut. 1.2.2 Grease, water on the floor (spillages).	1.3 Teaching and demonstration
2.0	HYGIENE	2.1 Types of hygiene practices. <ul style="list-style-type: none"> <li>• Food</li> <li>• Restaurant</li> <li>• Personal</li> </ul>	2.2 Hygiene practices. <ol style="list-style-type: none"> <li>Food – Prevention of food poisoning.</li> <li>Avoiding cross contamination</li> <li>Restaurant – clean environment.</li> <li>Personal – Hair, nails, uniform, safety wear, etc.</li> </ol>	2.3 Real objects teaching and demonstration
3.0	PREPARING GUEST BILL	3.1 Prepare guest bill example <ul style="list-style-type: none"> <li>• Table service bill</li> <li>• Room service bill</li> </ul>	3.2 The trainees to show written proof Customer served and charged correctly. Calculating the cost of dishes accurately.	3.3 Demonstration and teaching sample of bills.