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## GOVERNMENT NOTICES

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### SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 295

5 April 2007



#### SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Hospitality, Gaming and Leisure

registered by Organising Field 11, Services, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The full qualification and unit standards can be accessed via the SAQA web-site at [www.saqqa.org.za](http://www.saqqa.org.za). Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria,

Comment on the qualification and unit standards should reach SAQA at the address below **and no** later **4 May 2007**. All correspondence should be marked Standards Setting –Hospitality, Gaming and Leisure addressed to

The Director: Standards Setting and Development  
SAQA

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DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## QUALIFICATION:

*Further Education and Training Certificate: Food and Beverage Services*

SAQA QUAL ID	QUALIFICATION TITLE		
58393	Further Education and Training Certificate: Food and Beverage Services		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
ETQA			
QUALIFICATION TYPE	FIELD	SUBFIELD	
Further Ed and Training Cert	11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	148	Level 4	Regular-Unit Stds Based

**PURPOSE AND RATIONALE OF THE QUALIFICATION**

## Purpose:

This qualification will equip learners with the knowledge, skills, values and attitudes needed to provide services in the Food and Beverage industry. The focus is on building a culture of service excellence. This qualification will contribute to improving the level of service delivery within the Hospitality and Tourism industry in South Africa. It caters for individuals who want to pursue a career in the Hospitality industry, in particular the functions in the front of the organisation. This qualification is therefore, aimed at restaurant supervisor, restaurant administrator, food service supervisor, kitchen manager and others who operate in the Hospitality industry at this level.

This qualification has been developed with the intention of professionalizing supervisory, junior management and other leadership positions, thereby ensuring the upliftment of standards in general. It provides for progression, career advancement, and access to further learning opportunities.

The learner successfully completing this qualification will have gained knowledge and ability to be able to:

- Manage operations in own area of responsibility to ensure the establishment and maintenance of sound human relations.
- Provide excellent service in a food and beverage environment.
- Apply business management skills to enhance productivity in own area of responsibility.
- Perform front of house functions by providing client service to optimal standards.

## Rationale:

Learners who embark on the attainment of this qualification are persons who wish to qualify themselves as service professionals or to fill management positions in the Hospitality Industry, in particular the Food and Beverage service arena.

According to the THETA Sector Skills Plan (SSP) "hospitality is the largest of the sectors. International estimates suggest that 70% of tourism spending is in hospitality. The hospitality industry consists of accommodation services, catering, food and beverage services and fast foods. It is in this field that the largest number of people is employed."

This qualification is applicable to all sectors of the industry, from small restaurants to large hotels. The qualification has been developed to meet the needs of learners and to ensure that they have the skills required in the hospitality sub-sector. While it sets minimum national standards of practice in the hospitality services industry, it is also designed to build individualised capacity in this profession. Its aim is to enhance professional competence in the Hospitality Industry on a national level.

This qualification will provide the following benefits:

- To the learner: increased employability and employment mobility, as well as receiving recognition for competencies attained in the hospitality field.
- To society: increased employment and job satisfaction levels, as well as having better equipped personnel available to offer service in the hospitality arena.
- To the sector: better equipped personnel able to fulfill hospitality service roles efficiently, effectively and in a manner likely to result in returning customers.
- To the economy: a growing and confident hospitality sub-sector, able to increase employment, business opportunities, taxes and investment return.

This qualification helps to achieve the objectives of the NQF

#### **RECOGNIZE PREVIOUS LEARNING?**

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#### **LEARNING ASSUMED TO BE IN PLACE**

It is assumed that learners are competent in:

- Mathematical Literacy at NQF Level 3.
- Communication in a First Language at NQF Level 3.
- Communication in a Second Language at NQF Level 2.

Recognition of Prior Learning:

This qualification can be achieved wholly or in part through the Recognition of Prior Learning. The qualification may be granted to learners who have acquired skills and knowledge without attending formal courses providing they can demonstrate competence in the outcomes of the individual Unit Standards as required by the Fundamental, Core and Elective areas stipulated in the Qualification and by the Exit Level Outcomes.

An RPL process may also be used to credit learners with Unit Standards in which they have developed the necessary competency because of workplace and experiential learning.

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and may be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based Qualification, evidence from other areas of endeavour may be introduced if pertinent.

Access to the Qualification:

Access is open to any learners bearing in mind the Learning Assumed to be in Place.

#### **QUALIFICATION RULES**

This qualification consists of the following credits:

Fundamental Component:

- 56 credits (Compulsory for all learners).

Core Component:

- 76 credits (Compulsory for all learners).

Elective Component:

- Learners are to choose Unit standards to the value of 16 Credits from the Elective Component.

Total: 148 credits

### **EXIT LEVEL OUTCOMES**

1. Ensure the provision and maintenance of service excellence and sound human relations.
2. Apply business management skills to enhance productivity in own area of responsibility
3. Perform activities to enhance performance and service in the workplace
4. Perform front of house functions.

Critical Cross-field Outcomes supported by the Unit Standards:

On completion of this qualification, the learner will be able to:

- Solve problems.
- Team work.
- Organisation.
- Information.
- Communication.
- Technology.
- Related systems.
- Personal development

### **ASSOCIATED ASSESSMENT CRITERIA**

1.
  - Staff training is planned and delivered in own area of responsibility.
  - Hygiene, security and safety standards are implemented and monitored in line with organisational regulations and organisational specifications.
  - Organisational customer service standards are adhered to at all times.
  - Communication with staff members and customers is carried out in a manner appropriate to the situation.
  - Staff problems are dealt with appropriately and on time.
2.
  - Time and project management skills are applied to increase productivity in the workplace.
  - Cultural awareness is displayed when communicating with customers and colleagues in a business context.
  - Financial records and statements are prepared and maintained according to organisational procedures and policies.
  - Ways are devised to improve productivity as an individual by developing self and sourcing self-employment opportunities.
3.
  - A computer is operated to enhance business operations in the business environment.
  - First aid is provided in cases of accidents or emergencies.

**4.**

- o A drink service is offered with the provision of spirits, liqueurs and cocktails according to specifications.
- o Customers are cared for according to organisational procedures and policies and to mutual satisfaction.
- o A silver service is provided and maintained to accepted organisational standards.
- o Teamwork is promoted through assisting in the organisation of events and with the provision of service to customers.

**Integrated Assessment:**

Assessment of most of the competencies should be done in the workplace or in simulated workplace environments.

Integrated assessment will evaluate the learner's ability to combine actions and ideas across a range of activities and knowledge areas. The integrated assessment must specifically assess the learner's ability to:

- o Practically apply knowledge in a manner that meets the required performance standards required.
- o Understand concepts, theory and principles that underpin the practical action taken.

The assessment will require assessment methods, which measure and evaluate evidence generated during on-the-job activities into account. Because assessment practices must be, open, transparent, fair, valid and reliable; ensuring that no learner is disadvantaged in any way whatsoever; an integrated assessment approach is incorporated into the qualification.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term, "integrated assessment" implies that theoretical and practical components should be assessed together. Whenever possible the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated and, during integrated assessment, the assessor should make use of a range of formative and summative assessment tools and methods. Combinations of practical, applied, foundational and reflective competencies should be assessed.

**INTERNATIONAL COMPARABILITY**

The Hospitality Industry is an international industry and many of the stakeholders are companies that operate at an international level, or have close links with international groups. As such, they employ people who have been trained in other countries, such as France, Germany, Switzerland and the United Kingdom. This qualification contains the same competencies that those learners acquire internationally.

Best practice in Hotel and catering personnel training is offered in Switzerland. The Swiss Hotel School of Montreux is renowned for its high quality programmes in all aspects of hotel training as well as food and beverage service provision training.

This qualification compares favourably with their basic course in catering, which forms part of their hotel training programme and includes such aspects as:

- Work with colleagues and customers.
- o Work in a socially diverse environment.

- Follow health, safety and security procedures.
- Develop and update hospitality and industry knowledge.
- Follow workplace hygiene procedures.
- Perform clerical procedures.
- Control and order stock.
- Monitor work operations.
- Implement workplace health, safety and security procedures.

In addition comparisons were also made with other qualifications offered internationally.

The Certificate IV: Hospitality Supervision Certificate course offered in New South Wales, contains the following core unit standards:

- Work with colleagues and Customers.
- Work in a socially diverse environment.
- Follow health, safety and security procedures.
- Follow workplace hygiene procedures.
- Communicate on the telephone.
- Clean premises and equipment.
- Receive and store stock.
- Develop and update hospitality industry knowledge
- Promote products and services to customers.
- Provide a link between kitchen and service areas.
- Provide food and beverage service.
- Prepare and serve non-alcoholic beverages.
- Implement food safety procedures.

The City and Guilds Certificate in Food and Beverage Services offered in the United Kingdom consists of the following Core Units:

- Safety and hygiene at work.
- Personal skills.
- Menu knowledge.
- General billing procedures.
- Pre- service procedures.
- Provide table service.
- Provide a beverage service.

There is close alignment between the international programmes and the FETC: Food and Beverage Services, but the latter includes more business management skills to suit the South African situation.

### **ARTICULATION OPTIONS**

Possibilities for horizontal articulation include:

- Further Education and Training Certificate: Professional Cookery, NQF Level 4

Possibilities for vertical articulation include:

- National Certificate: Food and Beverage Management, NQF Level 5
- National Certificate: Food Service Management, NQF Level 5.

### **MODERATION OPTIONS**

- Anyone assessing a learner, or moderating the assessment of a learner, against this qualification must be registered as an assessor or moderator with the relevant Education &

Training Quality Assurance body (ETQA), or with an ETQA that has a Memorandum of Understanding (MOU) with the relevant ETQA.

- Any institution offering learning that will enable the achievement of this qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has an MOU with the relevant ETQA.

■ Assessment and moderation of assessment will be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies), and in terms of the moderation guideline detailed immediately below.

o Moderation must include both internal and external moderation of assessments at all exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the qualification.

o Anyone wishing to be assessed against this qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has an MOU with the relevant ETQA.

#### **CRITERIA FOR THE REGISTRATION OF ASSESSORS**

For an applicant to register as an assessor or moderator of this qualification the applicant needs:

- o To be registered as assessor with the relevant ETQA.
- To be in possession of a relevant qualification at NQF Level 5 or higher.
- A minimum of two years practical and relevant occupational experience.

#### **NOTES**

This qualification replaces qualification 14113, "National Certificate: Food and Beverage Services", Level 4, 133 credits.

#### **UNIT STANDARDS**

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	243953	Maintain external areas	Level 4	4
Core	242819	Motivate and Build a Team	Level 4	10
Core	243955	Identify short-term supply needs	Level 4	3
Core	243952	Plan staff training and development in own area of responsibility	Level 4	6
Core	243959	Maintain cleaning programme for own area of responsibility	Level 3	4
Core	243948	Monitor and maintain health, safety and security	Level 5	4
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Core	117156	Interpret basic financial statements	Level 4	4
Core	243954	Understand the need for cultural awareness in dealing with customers and colleagues	Level 4	4
Core	243947	Develop self within the job role	Level 4	4
Core	116534	Carry out basic first aid treatment in the workplace	Level 3	2
Core	114979	Operate a computer workstation in a business environment	Level 3	2
Core	243951	Plan and conduct a meeting	Level 4	4
Core	242818	Describe the relationship of junior management to other roles	Level 4	5
Core	120385	Apply a range of project management tools and techniques	Level 4	7
Core	243950	Maintain a preventative maintenance programme	Level 4	3
Core	243956	Plan, organise and monitor work in own area of responsibility	Level 5	3
Core	243949	Source information about self-employment opportunities	Level 4	3

Source: National Learners' Records Database

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	8600	Care for Customers	Level 4	3
Elective	243958	Provide a silver service	Level 3	4
Elective	243957	Prepare and serve spirits and liqueurs	Level 3	8
Elective	243960	Provide support for events organization	Level 4	3
Elective	243946	Receive, store and issue goods	Level 4	4
Fundamental	119462	Engage in sustained oral/signaled communication and evaluate spoken/signaled texts	Level 4	5
Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119472	Assess audience and context needs in oral/signaled communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**Receive, store *and* issue **goods**

<b>SAQA US ID</b>		<b>UNIT STANDARD TITLE</b>	
243946		Receive, store and issue goods	
<b>SGB</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	4

**SPECIFIC OUTCOME 1**

Explain the relevant legislation and codes of practise relating to storage conditions and handling of goods.

**SPECIFIC OUTCOME 2**

Describe and implement control procedures

**SPECIFIC OUTCOME 3**

Record the receipt and issuing of goods.

**SPECIFIC OUTCOME 4**

Handle and store stock according to legislation and best practise



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Develop self within the job role*

SAQA US ID	UNIT STANDARD TITLE		
243947	Develop self within the job role		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	( 4

**SPECIFIC OUTCOME 1**

Compare own strengths and weaknesses in current job role to job role requirements.

**SPECIFIC OUTCOME 2**

Identify objectives for self development related to career aspirations and design a personal development plan.

**SPECIFIC OUTCOME 3**

Make preparation for and implement a personal development plan in a workplace.

**SPECIFIC OUTCOME 4**

Monitor own development against plan and objectives, and adjust as needed.

**SPECIFIC OUTCOME 5**

Analyse and apply feedback on own development to objectives and plan.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

Monitor and maintain health, safety and security

<b>SAQA US ID</b>	<b>UNITSTANDARD TITLE</b>		
243948	Monitor and maintain health, safety and security		
<b>SGB</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure	f		
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	4

**SPECIFIC OUTCOME 1**

Understand and demonstrate company procedures applicable to maintaining a safe working environment.

**SPECIFIC OUTCOME 2**

Explain organisational procedures to ensure the safety of staff and customers

**SPECIFIC OUTCOME 3**

Implement organisational procedures to ensure the security of staff and customers.

**SPECIFIC OUTCOME 4**

Evaluate the effectiveness of the health, safety and security procedures of the organisation.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

Source information about self-employment opportunities

SAQA <i>US ID</i>	UNIT STANDARD <i>TITLE</i>		
243949	Source information about self-employment opportunities		
<i>SGB</i>	<i>PROVIDER</i>		
SGB Hospitality, Gaming & Leisure			
<i>FIELD</i>	<i>SUBFIELD</i>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<i>ABET BAND</i>	<i>UNIT STANDARD TYPE</i>	<i>NQF LEVEL</i>	<i>CREDITS</i>
Undefined	Regular	Level 4	3

**SPECIFIC OUTCOME 1**

Examine the need for self-employment opportunities in current economic climate

**SPECIFIC OUTCOME 2**

Identify self-employment opportunities

**SPECIFIC OUTCOME 3**

Evaluate source information about self-employment opportunities.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

Maintain a preventative maintenance programme

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243950	Maintain a preventative maintenance programme		
<b>SGB</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	3

**SPECIFIC OUTCOME 1**

Develop and implement a preventative maintenance programme.

**SPECIFIC OUTCOME 2**

Maintain care of machinery/equipment

**SPECIFIC OUTCOME 3**

Develop and implement an inspection schedule.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Plan and conduct a meeting***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243951	Plan and conduct a meeting		
<b>SGE</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQFLEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	4

**SPECIFIC OUTCOME 1**

Plan and prepare for a meeting.

**SPECIFIC OUTCOME 2**

Chair and facilitate a meeting

**SPECIFIC OUTCOME 3**

Check minutes and address urgent issues



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**Plan staff training and development in **own** area **of** responsibility

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243952	Plan staff training and development in own area of responsibility		
<b>SGR</b>	<b>PROVIDER</b>		
SGR Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	6

## SPECIFIC OUTCOME 1

Identify training needs.

## SPECIFIC OUTCOME 2

Formulate action plans to meet staff training needs.

## SPECIFIC OUTCOME 3

Implement staff training interventions

## SPECIFIC OUTCOME 4

Review staff training interventions with a view to improving their effectiveness



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

Maintain external areas

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243953	Maintain external areas		
<b>SGB</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	( 4

**SPECIFIC OUTCOME 1**

Identify maintenance needs for external areas.

**SPECIFIC OUTCOME 2**

Draw up a preventative maintenance plan to cover all external areas

**SPECIFIC OUTCOME 3**

Oversee the maintenance of external areas

**SPECIFIC OUTCOME 4**

Deal with problems pertaining to maintenance of external areas.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Understand the need for cultural awareness in dealing with customers and colleagues***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243954	Understand the need for cultural awareness in dealing with customers and colleagues		
<b>SGB</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD N P E</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	4

**SPECIFIC OUTCOME 1**

Analyse aspects of cultural diversity in the South African workplace.

**SPECIFIC OUTCOME 2**

Discuss important generic aspects of cultural groups

**SPECIFIC OUTCOME 3**

Understand the needs and sensitivities of people of different cultural backgrounds



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243955	Identify short-term supply needs		
<b>SGB</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	3

**SPECIFIC OUTCOME 1**

Outline legislative and organisational requirements pertaining to short-term supply needs

**SPECIFIC OUTCOME 2**

Evaluate the condition of stock.

**SPECIFIC OUTCOME 3**

Maintain stock levels.

**SPECIFIC OUTCOME 4**

Suggest improvements to the ways in which short-term supply needs are met



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Plan, organise and monitor work in own area of responsibility*

SAQA US ID		UNIT STANDARD TITLE	
243056		Plan, organise and monitor work in own area of responsibility	
SGB		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNITSTANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	3

**SPECIFIC OUTCOME 1**

Develop time efficient plans to perform work functions.

**SPECIFIC OUTCOME 2**

Implement systems to achieve work objectives.

**SPECIFIC OUTCOME 3**

Lead a team to complete workplace activities.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Prepare and serve spirits and liqueurs*

SAQA US ID	UNIT STANDARD TITLE		
243957	Prepare and serve spirits and liqueurs		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8

**SPECIFIC OUTCOME 1**

Explain organisational procedures and trends for the preparation and service of spirits and liqueurs.

**SPECIFIC OUTCOME 2**

Prepare spirits and liqueurs

**SPECIFIC OUTCOME 3**

Finish and serve spirits and liqueurs.

**SPECIFIC OUTCOME 4**

Provide improved customer service in preparing and serving spirits and liqueurs



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Provide a silver service

SAQA US ID	UNIT STANDARD TITLE		
243958	Provide a silver service		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNITSTANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	4

**SPECIFIC OUTCOME 1**

Explain organisational procedures and requirements for the provision of a silver service

**SPECIFIC OUTCOME 2**

Provide a silver service

**SPECIFIC OUTCOME 3**

Clear tables



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

Maintain cleaning programme for own area of responsibility

SAQA US ID	UNIT STANDARD TITLE		
243959	Maintain cleaning programme		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	4

**SPECIFIC OUTCOME 1**

Outline organisational and legislative requirements for a cleaning programme.

**SPECIFIC OUTCOME 2**

Identify chemicals for use and their potential hazards.

**SPECIFIC OUTCOME 3**

Draw up a cleaning programme for own area of responsibility.

**SPECIFIC OUTCOME 4**

Implement a cleaning programme for own area of responsibility



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNITSTANDARD:**Provide **support for** events organization

SAQA US ID	UNIT STANDARD TITLE		
243960	Provide support for events organization		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNITSTANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	3

**SPECIFIC OUTCOME 1**

Outline the administrative and marketing processes for organising events using genre specific terminology.

**SPECIFIC OUTCOME 2**

Provide administrative support for organising an event.

**SPECIFIC OUTCOME 3**

Understand the role of marketing in ensuring the success of events

**SPECIFIC OUTCOME 4**

Provide operational support for the organisation of an event

**SPECIFIC OUTCOME 5**

Identify and plan for the risks that need to be managed during event organisation.