



NATIONAL VOCATIONAL CERTIFICATE
IN

HOSPITALITY AND TOURISM:
FOOD BEVERAGE OPERATIONS

LEVEL 3



Prepared by the Directorate of Industrial and Vocational Training (DIVT)

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ACKNOWLEDGEMENT

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The following individuals together with their organizations are acknowledged for their special inputs.

No.	Surname	Name	Organization
1.	Dlamini	Fola	Ramblas Restaurant
2.	Nabaala	Philile	ECOT
3.	Mahlalela	Pinkie	Piggs Peak Hotel
4.	Sikhondze	Thembinkosi	Happy Valley Motel
5.	Tshabalala	Thembi	Royal Villas
6.	Khanyile	Jabulani	Royal Villas
7.	Dlamini	Gladys	ECOT
8.	Mamba	Pholile	Consultant
9.	Nxumalo-Mahlobo	Winile	Consultant
10.	Phakathi	Lucky	DIVT
11.	Dlamini	Mazambane	Taiwan Technical Mission

THE QUALIFICATION

NATIONAL VOCATIONAL CERTIFICATE HOSPITALITY & TOURISM: FOOD & BEVERAGE OPERATIONS LEVEL 3

Originator:	DIVT		
Qualification Type:	Certificate	Descriptor:	NVCHT
Specialisation:	Food & Beverage Operations		
Level:	3	Minimum Credits:	80
Actual Credits			
Sub-Framework	TVET		

RATIONALE

The Kingdom of Eswatini identified the Hospitality and Tourism as one of the key sectors that when harnessed well can drive economic growth. As a service industry, human capital development becomes a foundation for quality service to attract growth in the sector. In order to ensure quality vocational skills in the sector, it became primarily necessary and important to develop a vocational qualifications structure that will specify competencies for ensuring quality human resources in the sector for provision of quality services. It is also significant for creating experiences that will make the industry competitive and comparable with other countries or even better.

PURPOSE

The qualification is a direct response to the continuous effort of the Ministry of Education and Training in close collaboration with the Hotels and Tourism association of Swaziland to address the lack of adequate human resources in tourism and hospitality. It recognises people who have the competencies required for performing Food and Beverage Service as part of routine hospitality and tourism tasks.

The main focus of this qualification, is the attainment of the required outcomes of learning, not the how, when or where the learning occurred. Some people applying to do this qualification may be currently not the how, when and where learning occurred. Some people applying to do this qualification may currently be competent in one or more of the unit standards and should then be given the opportunity to apply for recognition of prior learning

It is assumed that people who wish to enter into any training programme leading to this qualification have acquired basic English Communication and Numeracy skills.

This qualification provides access to other National Vocational Certificates in Hospitality and Tourism Level Food and Beverage Service level 4.

ENTRY REQUIREMENTS

It is assumed that people who wish to enter into any training programme leading to this qualification have been awarded with the NVCHT Food and Beverage Service Level 2 certificate demonstrated equivalent knowledge and skills.

RPL - A portfolio of evidence of competence of equivalence to Front Office Level 3 followed with a relevant assessment may lead to Recognition of Prior Learning. Learners should be exempted for units achieved in other forms of training after providing evidence.

ASSOCIATED LEVEL DESCRIPTORS

Knowledge

To apply knowledge of Front Office Operations that includes processes, techniques, materials, instruments, equipment, terminology and some theoretical ideas.

Skills

To use a range of Front Office skills to carry out tasks and show personal interpretation through selection and adjustment of methods, tools and materials. Evaluate different approaches to tasks in Front Office operations.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

After completion of this qualification, an F&B L3 Attendant should be able to;

- Follow occupational health, hygiene and safety procedures in a hospitality establishment
- Dispose of waste as part of hospitality operations
- Organise work as part of hospitality operations
- Apply general cleaning techniques for premises and equipment as part of hospitality operations
- Conserve resources and report maintenance requirements in a hospitality and tourism environment
- Perform routine workplace estimations and calculations as part of hospitality operations
- Communicate with individuals and groups in English in a hospitality and tourism environment
- Provide customer care as part of hospitality operations
- Work with colleagues and customers in a culturally diverse hospitality and tourism environment
- Operate in a team as part of hospitality operations
- Extinguish fire by means of basic fire equipment
- Develop and Demonstrate the use of Emotional Intelligence
- Clean and Maintain service areas in a hospitality environment
- Clean and store glassware, crockery and cutlery in a hospitality establishment
- Clean and restock drinks machines and equipment in a hospitality environment
- Operate and maintain dispensing and refrigeration systems, cellars and beverage storerooms in a hospitality environment
- Demonstrate knowledge of basic food and beverage service terminology in a hospitality environment.
- Welcome and assist guests on arrival and departure in a hospitality establishment

- Identify and provide tourism related information and advice in a hospitality establishment
- Use business communication devices in a hospitality establishment
- Conduct basic oral workplace communication in a European language other than English in a hospitality environment
- Assist in preparing for events and conferences in a hospitality establishment

COMPONENTS OF THE QUALIFICATIONS

The qualification is made of the following unit standards

Unit No.	Unit Standard Title	Level	Credit
HTCore 301	Communicate on the telephone in a hospitality establishment	3	2
HTCore 302	Assist colleagues and provide service to guests in a hospitality establishment	3	4
HTCore 303	Apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan	3	2
HTCore 304	Use English in written and oral form to perform duties in a hospitality establishment	3	6
HTCore 305	Receive, store and rotate stock and supplies in a hospitality establishment	3	4
HTCore 306	Control stock and supplies in a hospitality establishment	3	5
HT F&B 301	Process food and beverage reservation in a hospitality establishment	3	3
HT F&B 302	Practice food safety methods and personal hygiene for food and beverage service	3	3
HT F&B 303	Demonstrate food and beverage portion control in a hospitality establishment	3	3
HT F&B 304	Serve food and beverage to guests in a hospitality establishment	3	4
HT F&B 305	Provide responsible service of alcoholic beverages in a hospitality establishment	3	4
HT F&B 306	Prepare and serve non-alcoholic drinks in a hospitality establishment	3	4
HT F&B 307	Prepare and serve espresso coffee and other hot beverages	3	4
HT F&B 308	Demonstrate different types of food and beverage service	3	12
Total number of credits			60

RULES OF COMBINATION

This qualification will be awarded to people who have met the requirements of the compulsory set

1.1 Compulsory Set

All the unit standards listed below are required.

8.2 Elective Set

There are no electives in this qualification

INTEGRATED ASSESSMENT

1.2 Body Responsible for the assessment

DIVT

1.3 Frequency and nature of Assessment

Assessment will be done in accordance to the nature of skills acquisition

- Institutional Training will have both formative and summative assessment
- Trade Testing will have only summative assessment

Practical assessment will be done at centres accredited by ESHEC, by panel of experts accredited by ESHEC in consultation with Sector Advisory Committees, coordinated by DIVT. Theory assessment will be coordinated by DIVT. Certification will be coordinated by DIVT.

INTERNATIONAL COMPARABILITY

SADC	This qualification aligns with the level descriptors in the SADC Qualifications Framework and also compares with TVET Qualifications in South Africa and Namibia
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ARTICULATION AND LEARNING PATHWAYS

Vertical	NVC HT Level 4
Horizontal	NVC HT Level 3 in food preparation, front office and housekeeping operations
Diagonal	No match

RESPONSIBLE BODY

Ministry of Labour and Social Security (DIVT)

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UNIT STANDARDS

HTCORE301 Communicate on the telephone in a hospitality establishment

Title		Communicate On the Telephone in Hospitality and Tourism Operations			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF level	3	Unit ID	HTCORE301	Credits	5

Purpose

This unit standard specifies the competency required to communicate on the telephone in a hospitality establishment. It includes responding to incoming phone calls and making authorised phone calls. This unit standard is intended for those who work in Hospitality Operations.

Special notes

1. Entry information

Prerequisite: Unit 201 Follow occupational health, hygiene and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
3. All inspection, operation and maintenance procedures associated with the use of telephone equipment shall comply with establishment procedures and manufacturer's instructions.
4. Telephone equipment includes fixed line telephone, mobile phone, switchboard operations.
5. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Respond to incoming telephone calls

Performance Criteria

- 1.1 Guests being attended to at the time the telephone rings, are acknowledged before the phone is answered in line with establishment procedures.
- 1.2 Calls are answered promptly, clearly and politely in line with establishment procedures.
- 1.3 Purpose of the call is established in line with establishment procedures.
- 1.4 Call details are repeated to the caller to confirm understanding.
- 1.5 Caller enquiries are answered promptly, or caller is transferred to appropriate location and person.
- 1.6 Caller requests are recorded accurately and passed on to the appropriate individual or department for follow-up.
- 1.7 Messages are accurately recorded and passed on to the nominated person within designated time frames in line with establishment procedures.
- 1.8 Threatening or suspicious phone calls are reported promptly to the appropriate person, in line with establishment procedures.
- 1.9 Tone and volume of voice and language used in responding to incoming calls comply with establishment procedures.

Element 2: Make authorized telephone calls

Range

Conduct of telephone call includes politeness, courtesy.
Problems may include but are not limited to line busy, incorrect telephone number, disconnected telephone line, technical problems, recipient of telephone call not available.

Performance Criteria

- 2.1 Appropriate times for making telephone calls are established in line with establishment procedures.
- 2.2 Correct telephone numbers are obtained in line with establishment procedures.

- 2.3 Purpose of the call is established prior to making call in line with establishment procedures.
- 2.4 Telephone equipment is used safely and correctly in order to establish contact in line with establishment procedures.
- 2.5 Caller details such as name, company and reason for calling are stated clearly In line with establishment procedures.
- 2.6 Problems in making authorised telephone calls are dealt with in line with establishment procedures.
- 2.7 Telephone call is conducted and concluded in line with establishment procedures.
- 2.8 Details of telephone call are recorded or reported in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE302 Assist colleagues and provide service to guests in a hospitality establishment

Title		Assist Colleagues and Provide Service to Guests in a Hospitality and Tourism Environment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE302	Credits	4

Purpose

This unit standard specifies the competency required to assist colleagues and provide service to guests in a hospitality establishment. It includes assisting colleagues, providing service to guests, responding to urgent guest requests for service, resolving guest complaints and responding to incidents and emergencies. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow occupational health, hygiene and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. *Safe working practices* ' include day to day observation of safety policies and procedures.
5. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Assist colleagues in a hospitality establishment

Range

Colleagues may include team members, members of other teams in the establishment, workplace committees, other tourism and hospitality industry sectors.

Assistance to colleagues includes but is not limited to providing guest services, relaying messages, completion of work tasks, provision of information.

Performance Criteria

- 1.1 Assistance to colleagues is offered or provided as required in line with scope of responsibilities and establishment procedures.
- 1.2 Assistance to colleagues is provided in a prompt, polite, professional and friendly manner in line with establishment procedures.

Element 2: Provide service to guests

Range

Guests may include but are not limited to individuals, tourists, entertainers, business travelers, officials from governments or organisations, local residents and media.

Guests with special needs may include those with a disability, special dietary needs, those with special cultural or language needs, unaccompanied children, parents with young children, pregnant women and elderly people.

Performance Criteria

- 2.1 Guest needs and expectations are identified, including those with special needs, and appropriate products, services or information are provided in line with establishment procedures.
- 2.2 All reasonable needs and requests of guests are met in line with establishment time frames.
- 2.3 All opportunities to enhance the quality of service are identified and used in line with establishment procedures.
- 2.4 Guest dissatisfaction is promptly recognised and action taken to resolve the situation according to individual level of responsibility and establishment procedures.

Element 3: Respond to urgent guest requests for service

Range

Appropriate person may include but is not limited to colleague, supervisor, service provider.

Urgent guest needs means services or products that guests want immediate response to.

Performance Criteria

- 3.1 Urgent guest needs are identified and acknowledged to guest in line with establishment procedures.
- 3.2 Urgent needs for service are prioritised and dealt with promptly in line with establishment procedures.
- 3.3 Work schedule is adjusted to respond to urgent request from guest in line with establishment procedures.
- 3.4 Urgent requests from guests are responded to or referred to appropriate person in line with establishment procedures.
- 3.5 Guest satisfaction with service is established in line with establishment procedures.
- 3.6 Normal duties or services are incorporated as appropriate in line with establishment procedures.

Element 4: Resolve guest complaints

Performance Criteria

- 4.1 Guest complaints are handled positively, sensitively, politely and discreetly in consultation with the complainant.
- 4.2 Responsibility is taken for resolving the complaint in line with establishment procedures.
- 4.3 The nature and details of the complaint are established and agreed with the complainant.
- 4.4 Appropriate action is taken to resolve the complaint to the satisfaction of the guest wherever possible.
- 4.5 Techniques are used where possible, to turn complaints into opportunities to demonstrate high quality guest service.
- 4.6 Complaints which go beyond the scope of personal responsibility or are unable to be resolved are reported to supervisor in line with establishment procedures.
- 4.7 Any necessary documentation is completed accurately and legibly within establishment time frames.

Element 5: Respond to incidents and emergencies

Range

Incidents may include refusal of entry, drug or alcohol affected persons, people with weapons, robbery, violent and threatening behavior, removal of patrons, conflict.

Emergencies may include environmental emergencies, medical emergencies.

Performance Criteria

- 5.1 Potential incidents are identified and appropriate and swift action is taken in line with establishment procedures.
- 5.2 Emergency situations are identified and appropriate and swift action is taken in line with establishment procedures.
- 5.3 Incidents and emergencies which escalate beyond the scope of personal responsibility are reported promptly to supervisor in line with establishment procedures.
- 5.4 All actions related to incidents and emergencies are recorded in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE303 Apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan

Title		Apply Knowledge of the Jobs and Career Pathways in the Hospitality Industry in Establishing a Career Plan			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE303	Credits	5

Purpose

This unit standard specifies the competency required to apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan. It includes demonstrating knowledge of the structure, job roles and career pathways in the hospitality and tourism industry and establishing a career plan. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
2. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of the structure of the hospitality and tourism industry

Range

Key sectors in the hospitality industry may include accommodation, food and beverage, entertainment, transport or carrier, attractions, travel organizers, destination organisations, support services.

Functional areas within each of the key sectors may include but are not limited to accommodation (hotels, guest houses, B&Bs, camping sites, caravan sites, apartments, chalets), food and beverage (restaurants, pubs, bars), entertainment (concerts, shows, nightclubs, casinos, exhibitions, trade fairs, music, theatre), transport/carrier (air transport, sea transport, rail, coaches, car rental), attractions (museums, arts and crafts centres, heritage sites, archaeological sites, theme parks, national parks, natural attractions), travel organisers (tour operators, activity operators, tour wholesalers, retail travel agents, conference and other events organisers, booking agencies, incentive travel organisers), destination organisations (national tourism offices, local tourism information offices, tourism associations), public and private support services (national tourist organisations, regional tourist organisations, public airports and ports, catering services, courier services, tour guides, visa and passport offices, travel insurance companies, banks, travel trade publications).

Hospitality and tourism related organisations in Swaziland include but are not limited to the Ministry of Environment and Tourism (MET), Swaziland Tourism Authority, Tourism related businesses, Hospitality and training providers.

Performance Criteria

- 1.1 Key sectors in the hospitality and tourism industry are identified.
- 1.2 Functional areas within each of the key sectors in the hospitality and tourism industry are identified and their roles described.
- 1.3 The roles, functions and relationships between hospitality and tourism related organisations in Swaziland are identified and described.

Element 2: Demonstrate knowledge about job roles and career pathways in hospitality establishments

Range

Roles and jobs of staff in the hospitality operations section may include roles and jobs related to storekeeping.

Roles and jobs of staff in the front office of the establishment include but are not limited to receptionist, cashier, telephonist, reservations, concierge, porter, night auditor, night porter.

Roles and jobs of staff in the housekeeping section of the establishment include but are not limited to housekeeping assistant, room attendant, laundry attendant, housekeeping supervisor, housekeeper, housekeeping manager.

Roles and jobs of staff in the food and beverage service section include but are not

limited to maitre d'hotel, waitron, bartender, head bartender, bar manager, cashier, table clearer, wine waiter, bar help.

Roles and jobs of staff in the food preparation section of the establishment may include the kitchen attendant, junior chef, senior chef, head chef.

Roles and jobs of staff in sales, marketing and management may include sales manager, food and beverage manager, rooms division manager, duty manager, executive assistant manager, general manager, financial controller.

Performance Criteria

- 2.1 The job titles, key roles, training requirements and career pathways for occupations in the hospitality operations sector are identified and explained.
- 2.2 The job titles, key roles, training requirements and career pathways for occupations in the front office of the establishment are identified and explained.
- 2.3 The job titles, key roles, training requirements and career pathways for occupations in the housekeeping section of the establishment are identified and explained.
- 2.4 The job titles, key roles, training requirements and career pathways for occupations in the food and beverage service section of the establishment are identified and explained.

- 2.5 The job titles, key roles, training requirements and career pathways for occupations in the food preparation section of the establishment are identified and explained.
- 2.6 The job titles, key roles, training requirements and career pathways for occupations in the sales, marketing and management in the establishment are identified and explained.

Element 3: Establish a career plan

Range

Sources of information on career opportunities may include but are not limited to trade publications, internet, college, polytechnic, university, information materials, trade exhibitions and conventions, industry associations, hospitality establishments, industry training providers, career advisors, media, Swaziland Tourism Board, NGOs.

Training and skills development options may include but are not limited to nationally recognised qualifications offered by college, polytechnic, university and establishments, in-house and industry skills upgrading courses, exchange programmes, e-learning, distance education, work experience/placement.

Performance Criteria

- 3.1 Information on career opportunities in the hospitality and tourism industry is identified, assessed and used in establishing a career pathway.

- 3.2 Training and skills development options in the hospitality and tourism industry are identified, assessed and used in pursuing the selected career pathway.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE304 Use English in written and oral form to perform duties in a hospitality establishment

Title		Use English in Written and Oral Form to Perform Duties in a Hospitality Establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE304	Credits	8

Purpose

This unit standard specifies the competency required to use English in written and oral form to perform duties in a hospitality establishment. It includes communicating with guests, supervisors and colleagues in English when performing duties in the establishment and interpreting and applying hospitality workplace information in English. This unit standard is intended for those who work in Hospitality Operations in the Hospitality and Tourism industry.

Special Notes

- 1 Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
2. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Communicate with guests, supervisors and colleagues in English when performing duties in the establishment

Performance Criteria

- 1.1 Written and verbal communication with others in English in the performance of hospitality duties is clear and precise, uses established hospitality vocabulary and follows established communications practice.
- 1.2 Misunderstandings in English communications are avoided through the use of appropriate confirmation techniques and established communications practice.
- 1.3 Messages concerning safety and operations in a hospitality establishment involving written or verbal communications in English are read or received, clarified, correctly interpreted and applied to activities in the hospitality establishment.
- 1.4 Appropriate techniques are used when communicating in English with multilingual guests, to ensure that communications are effective and messages are understood.
- 1.5 Messages and feedback in English relating to work in the hospitality establishment are effectively provided to colleagues and supervisors in line with establishment procedures.
- 1.7 Appropriate non-verbal communication is used to support English communication with others in the course of work in the hospitality establishment.

Element 2: Interpret and apply hospitality workplace information in English

Range

Workplace signs may relate to instructions, processes and functions in hospitality establishments, equipment and tools, workplace safety.

Performance Criteria

- 2.1 Readings on appliances, instrumentation, computers and other performance indicators in English are correctly interpreted and applied in the course of work in the hospitality establishment.
- 2.2 Hospitality procedures, instructions and directions written in English are interpreted and applied in the course of work in the hospitality establishment.
- 2.3 Workplace signs in English are correctly interpreted and applied in performing workplace tasks.
- 2.4 Information in English hospitality publications and other documents is read, interpreted and applied in performing workplace tasks in line with establishment procedures.
- 2.5 Information in English relevant to the performance of hospitality operations is correctly accessed and retrieved in line with establishment procedures.
- 2.6 Reports and other workplace documents relevant to the performance of hospitality operations are correctly and accurately completed in English.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE305 Receive, store and rotate stock and supplies in a hospitality establishment

Title		Receive, Store and Rotate Stock and Supplies in a Hospitality Establishment.			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE305	Credits	8

Purpose

This unit standard specifies the competency required to receive, store and rotate stock and supplies in a hospitality establishment. It includes taking delivery of stock and supplies, storing stock and supplies and rotating and maintaining stock and supplies. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skill.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out

3. Stock and supplies may include but is not limited to food items for service and food preparation and service, beverages for bar, mini bar, restaurant and shop,

equipment such as maintenance and cleaning equipment, cleaning supplies and chemicals, office equipment, linen such as sheets, towels, stationery such as guest stationery, office supplies and stationery, brochures and promotional material, vouchers and tickets, souvenir and products.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Receive stock and supplies

Range

Variations from orders include excess, shortages, wrong items, quality, temperatures.

Procedures in dealing with variations may include but are not limited to returning items to supplier, discarding items, completing required documentation, substituting items, alternative arrangements.

Performance Criteria

- 1.1 Incoming stock and supplies are checked against orders and delivery documentation in line with establishment procedures.
- 1.2 Variations from orders and delivery documentation are identified, recorded and reported to the appropriate person in line with establishment procedures.
- 1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies in line with establishment procedures.
- 1.4 Establishment procedures are followed in dealing with variations.

Element 2: Store stock and supplies

Performance Criteria

- 2.1 All stock and supplies are transported to appropriate storage areas promptly, safely and without damage.
- 2.2 All stock and supplies are transported to appropriate storage areas promptly, safely and without damage.
- 2.3 Stock and supplies are labeled in line with establishment procedures.

Element 3: Rotate and maintain stock and supplies.

Range.

Stock recording systems include manual (bincard) and computerised.

Stock and supplies rotation requirements may include but are not limited to obsolete

Stock, food stored with beverages, environment, correct storage location, expired stock and supplies, spoiled stock and supplies, damaged stock and supplies.

Distribution and recording requirements for food and beverage include but are not limited to record of stock movement, stock count, extensions, calculations, value of stock.

Performance Criteria

- 3.1 Distribution and recording requirements for stock and supplies are explained in line with establishment requirements.
- 3.2 Stock and supplies are rotated in line with establishment requirements.
- 3.3 Quality of stocks and supplies is inspected at regular intervals, and findings reported to appropriate personnel
- 3.4 Excess stock and supplies are placed into storage or disposed of in line with establishment procedures.
- 3.5. Stock and supplies area is maintained in line with establishment and government requirements, and any problems are identified and reported
- 3.6. Recording systems for stocks and supplies are used in line with establishment speed and accuracy requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE306 Control stock and supplies in a hospitality establishment

Title		Control Stock and Supplies in a Hospitality Establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE306	Credits	5

Purpose

This unit standard specifies the competency required to control and order stock and supplies in a hospitality establishment. It includes maintaining stock levels and records, processing stock orders, minimizing stock losses, following up orders and organizing and administering stock takes. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow occupational health, hygiene and safety procedures or demonstrated equivalent knowledge and skills.

2. Stock and supplies may include but is not limited to food items for service and food preparation and service, beverages for bar, mini bar, restaurant and shop, equipment such as maintenance and cleaning equipment, cleaning supplies and chemicals, office equipment, linen such as sheets, towels, stationery such as guest stationery, office supplies and stationery, brochures and promotional materials, vouchers and tickets, souvenir products.

3. Assessment evidence may be collected from a real workplace, or simulated real

workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturers instructions. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* ' include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *Specifications* ' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Maintain levels and records of stock and supplies

Performance Criteria

- 1.1 Levels of stock and supplies are monitored and maintained in line with establishment requirements.
- 1.2 Security of stock and supplies are monitored and systems adjusted as required in line with establishment requirements.
- 1.3 Re-order cycles of stock and supplies are monitored and adjusted as required in line with establishment requirements.
- 1.4 Colleagues are informed of their individual responsibilities with regard to reordering of stock in line with establishment requirements
- 1.5 Records of storage and movement of stock and supplies are maintained in line with establishment procedures.
- 1.6 Sales and usage of stock and supplies is monitored and fast and slow moving items identified and reported in line with establishment procedures..
- 1.7 Levels of stock and supplies are recorded ensuring information is complete, and current in line with establishment requirements.

Element 2: Process stock orders

Performance Criteria

- 2.1 Orders for stock and supplies are processed in line with establishment procedures.
- 2.2 Incoming stock and supplies are checked against purchase and supply agreements and all necessary details recorded in line with establishment requirements.

Element 3: Minimise stock losses

Range

Performance Criteria

- 3.1 Losses of stock and supplies are identified and recorded in line with establishment procedures.
- 3.2 Losses are reported in line with establishment procedures.
- 3.3 Avoidable losses are identified and reasons established behind these losses in line with establishment requirements.
- 3.4 Solutions to loss situations are recommended, and related procedures implemented to prevent future avoidable losses in line with establishment requirements.

Element 4: Follow up orders.

Performance Criteria

- 4.1 Delivery processes are monitored to ensure agreed deadlines are met in line with

establishment requirements.

- 4.2 Colleagues and suppliers are liaised with to ensure continuity of supply in line with establishment requirements.
- 4.3 Routine supply problems are followed up on or problems are referred to appropriate person in line with establishment procedures
- 4.4 Stock and supplies are distributed to required locations in line with. establishment requirements.

Element 5: Organise and administer stocktakes

Performance Criteria

- 5.1 Stock takes are organised at appropriate intervals in line with establishment. procedures.
- 5.2 Stock taking responsibilities are allocated to staff in line with establishment requirements.
- 5.3 Stock take reports are produced in line with designated timelines and. establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB301 Process Food and Beverage Reservations

Title		Process Food and Beverage Reservations			
Domain		FOOD AND BEVERAGE SERVICES			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB301	Credits	6

Purpose

This unit standard specifies the competency required to receive and process food and beverage reservations and seat guests in a hospitality establishment. It includes receiving and processing food and beverage reservations and cancelling or amending reservations for food and beverage service. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow workplace health, safety and hygiene procedures in a hospitality *establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 4. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No.4 1998
 - Occupational Health and Safety Act No.14 2001
 - Health and Safety at Work Act 1947
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1980
 - Food Safety Regulations 1995and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Receive and process food and beverage reservations

Range

Reservation details may include but are not limited to reservation name, contact name, telephone number, time, day and date for service, number of guests, special requirements.

Special requirements may include but are not limited to preferred location, allergies, menu requirements, dietary requirements, and decorations.

Performance Criteria

- 1.1 Reservation details are recorded in line with establishment procedures.
- 1.2 For group reservations, minimum and maximum number of guests expected, are established in line with establishment procedures.
- 1.3 Special requirements are confirmed and agreed in line with establishment procedures.
- 1.4 Reservation details are confirmed in line with establishment procedures.

Element 2: Cancel or amend reservations for food and beverage service

Performance Criteria

- 2.1 Reservation details are verified prior to any amendment in line with establishment procedures.
- 2.2 Reservation for food and beverage is cancelled or amended and the details recorded and reconfirmed to meet guest and establishment requirements.
- 2.3 Guest seating and service areas are optimized to reflect cancellation or amendment in line with establishment procedures.
- 2.4 Staff members affected by the cancellation or amendment are promptly informed in line with establishment procedures.
- 2.5 Guest is informed of any charges arising from amendment of reservation

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB302 Practice food safety methods and personal hygiene

Title		Practice Food Safety Methods and Personal Hygiene			
Domain		FOOD AND BEVERAGE SERVICES			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB302	Credits	5

Purpose

This unit standard specifies the competency required to practice food safety methods and personal hygiene in a food business. It includes identifying food safety critical control points and hazards, listing and describing methods to control hazards that cause food borne illness and food spoilage, maintaining effective personal hygiene when working with food and maintaining food safety and prevent cross contamination of food. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- ...CORE201 *Follow occupational health, hygiene and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

- #### 2. This unit standard would generally be undertaken as a prerequisite for other food preparation units such as HTFP308 *Prepare and present sandwiches in a hospitality establishment*, HTFP309 *Prepare and present appetizers and salads in a hospitality establishment*, HTFP310 *Prepare and present egg and dairy dishes in a hospitality establishment*, HTFP311 *Prepare and present fruit and vegetable dishes in a hospitality establishment*, HTFP312 *Prepare and present rice, pasta and pulse dishes in a hospitality establishment*, HTFP313 *Prepare and present meat, poultry and fish dishes in a hospitality establishment*, HTFP314 *Prepare and present a range of bakery products in a hospitality establishment*, HTFP315 *Cook food using a microwave oven in a hospitality establishment*, HTFP316 *Portion, plate and present food in a hospitality establishment*.

3. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 4 1998
 - Occupational Health and Safety Regulation No. 14,2001
 - Health and Safety at Work Act 1947
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Identify food safety critical control points and hazards

Range

Critical control points for food safety include but are not limited to purchasing, delivery and storage, issue, preparation and cooking, cooling and storage, holding or display, re-heating, service.

Food safety hazards and risk situations may include but are not limited to foods highly susceptible to microbiological contamination, working in temperatures that promote rapid growth of micro-organisms, displays of food, buffets, processes where food is required to be touched by hand, requirements for re-heating or defrosting.

Biological, physical and chemical hazards include but are not limited to bacteria, fungus and yeast, broken glass or metal, foreign objects, food additives, chemicals and natural poisons, infestations (including insects, vermin, rodents and pests).

Performance Criteria

- 1.1 Critical control points for food safety in the food production system, specific job role and workplace conditions are identified in line with establishment food safety plan.
- 1.2 Biological, physical and chemical hazards associated with food handling, production, storage and service are identified in line with establishment food safety plan.

Element 2: Maintain effective personal hygiene when working with food

Range

Body includes but is not limited to hands and nails clean, nail enamel removed, jewellery removed, hair contained.

Cleanliness of hands and nails refers but is not limited to washing after handshaking, visits to the toilet, smoking, and nose blowing, and handling waste, money, chemicals and raw food.

Illness must include but is not limited to vomiting, diarrhoea, sinus infections, colds and flu, Hepatitis A and B, Tuberculosis, Salmonella carrier.

Work habits that prevent contamination may include but are not limited to use of disposable gloves, use of tongs, sampling food with clean utensils, use of hygienic hand drying facilities, washing of hands with antibacterial soap.

Personal habits that may cause contamination include but are not limited to body scratching, touching hair, touching nose, touching mouth, spitting, sneezing.

Performance Criteria

- 2.1 Appropriate clean clothing and footwear are selected and worn when performing food handling tasks in line with establishment food safety plan.
- 2.2 Cleanliness of hands and nails is maintained at all times when performing food handling tasks in line with establishment food safety plan.
- 2.3 Skin conditions that may cause contamination, including cuts and open wounds, are controlled in line with establishment food safety plan.
- 2.4 Health conditions and illness that may cause contamination of food are reported in line with establishment food safety plan.
- 2.5 Personal habits that may cause contamination are identified and controlled in line with establishment food safety plan.

Element 3: Maintain food safety and prevent contamination of food

Range

Food handling includes but is not limited to the receipt, storage, preparation and transfer of food.

Critical limits for temperature and time may include but are not limited to the preparation, display, service and storage of food.

Thermometers may be used in cold rooms, ovens, freezers, and food display and service areas.

Corrective action may include removal of cause of risk or hazard, treatment of risk or hazard, monitoring and preventative action.

Conditions of food may include but are not limited to uncooked, cooked, and reheated.

High risk food refers to foods that are perishable or prone to bacterial contamination. Pests may include but are not limited to insects and rodents.

Performance Criteria

- 3.1 Work habits that prevent contamination are identified and practiced in line with establishment food safety plan.
- 3.2 Work area and equipment are maintained in a clean, tidy and sanitized condition in line with establishment food safety plan.
- 3.3 Food items are appropriately handled, stored and used within nominated expiry date to prevent contamination in line with establishment food safety plan.
- 3.4 Critical limits for temperature and time of different types and conditions of food are followed in line with establishment food safety plan.
- 3.5 Temperature of high risk foods is measured using a thermometer and recorded in line with establishment food safety plan.
- 3.6 Food contamination risks are identified and corrective action is taken and recorded

in line with establishment food safety plan.

3.7 Waste is removed and disposed of in line with establishment food safety plan.

3.8 Pests are controlled in line with establishment procedures.

Element 4: Follow food safety plan

Range

Procedures supporting a establishment food safety plan may include but are not limited to food production procedures, food handling procedures to minimize cross contamination, record keeping, dealing with problems, pest control, cleaning and sanitation, equipment cleaning and maintenance, maintenance of personal hygiene, minimum and maximum temperatures for food, appropriate clothing and footwear, hand-washing regimes, cleaning and sanitizing practices.

Performance Criteria

4.1 Food safety procedures are identified in line with establishment food safety plan.

4.2 Food safety procedures are consistently followed in line with establishment food safety plan.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB303 Demonstrate Food and Beverage Portion Control

Title		Demonstrate Food and Beverage Control			
Domain		FOOD AND BEVERAGE SERVICES			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB303	Credits	5

Purpose

This unit standard specifies the competency to demonstrate knowledge of food and beverage control in the hospitality industry. It includes applying food and beverage portion control. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- CORE201 *Follow occupational health, hygiene and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. Glossary of terms

- “Ullage” means the amount by which a cask, etc., can fall short of being full.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997
 - Health and Safety at Work Act 1947
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Apply food portion control

Range

Food portion control equipment includes but is not limited to scoops, ladles, bowls, soup plates, pie dishes, scales, packaging.

Food quantities refer to volume, size, weight and quantity.

Food portions include but are not limited to meat, fish, poultry, grain and vegetables.

Performance Criteria

- 1.1 Food portions are planned in line with guest requirements, establishment style, financial considerations and establishment procedures.
- 1.2 Food portion control equipment is identified and used in line with establishment procedures.
- 1.3 The number of portions obtained from food quantities is calculated in line with industry requirements.
- 1.4 Food is portioned in line with establishment procedures.
- 1.5 Wastage is recorded in line with establishment procedures.
- 1.6 Food portion control procedures are monitored and reviewed in line with establishment procedures.

Element 2: Apply beverage portion control

Range

Beverage portion control equipment includes but is not limited to tot measures, electronic and manual nips, glass marking, measuring jugs, packaging, measures, bottles, kegs, glasses.

Reasons causing discrepancies may include but are not limited to ullage, glasses too large, pouring too much into glasses, dirty nip pourers, serving friends, breakages, wrong order prepared, poorly trained staff, expiry dates not recognized, inaccurate gross profit calculations, poor storage, lack of security, stock shrinkage, incorrect stock taking, ingredient control, incorrect temperature, personal use.

Performance Criteria

- 2.1 Beverage portions are planned in line with guest requirements, establishment style, financial considerations and establishment procedures.
- 2.2 Beverage portion control equipment is identified and used in line with establishment procedures.
- 2.3 The number of portions obtained from beverages is calculated in line with industry requirements.
- 2.4 Beverage is portioned in line with establishment procedures.
- 2.5 Ullage is identified and recorded in line with establishment procedures.
- 2.6 Beverage portion control procedures are monitored and reviewed in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB304 Serve Food and Beverage to Guests and Clear Table after Service

Title		Serve Food and Beverage to Guests and Clear Table after Service			
Domain		FOOD AND BEVERAGE SERVICES			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB304	Credits	6

Purpose

This unit standard specifies the competency required to serve food and beverages to guests in a hospitality establishment. It includes preparing dining or restaurant area for service, preparing and setting table for service, welcome and seating guests in a food and beverage service establishment, taking and processing food and beverage orders and closing down restaurant or dining area. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- Unit 201 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods and personal hygiene for food and beverage service* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality

operations are carried out.

3. Glossary of terms:

- *EFTPOS* (Electronic Funds Transfer at Point Of Sale) refers to the use of a card as method of payment for goods or services without the customer having to carry cash.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997
 - Health and Safety at Work Act 1947
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Take and process food and beverage orders

Range

Information may include but are not limited to food and beverage items available, items out of stock, dish composition, prices, special offers and promotions, menu alterations, special requirements, menu choices and options, information about the location or area, location of guest facilities.

Guest requests may include but are not limited to placement of jackets or hats, special requests, time constraints.

Performance Criteria

- 1.1 Menus and drinks lists are presented to guests in line with establishment procedures.
- 1.2 Orders are taken, with minimal disruption to guests in line with establishment procedures.
- 1.3 Information about food and beverage items is provided to guests as required in line with establishment procedures.
- 1.4 Recommendations and suggestions are made to assist guests with drink and meal selections in line with establishment procedures.
- 1.5 Guest questions on menu items are answered correctly and courteously in line with establishment procedures.
- 1.6 Information about any special requests or dietary or cultural requirements are conveyed to kitchen where appropriate in line with establishment procedures.

- 1.7 Information is sought from kitchen or other appropriate person, where answers are unknown in line with establishment procedures.
- 1.8 Guest requests are identified and actioned in line with establishment procedures.
- 1.9 Orders are confirmed with guests in sequence prior to processing in line with establishment procedures.
- 1.10 Orders are recorded legibly, using the format required by the establishment, and conveyed promptly to the kitchen or bar as appropriate.
- 1.11 Guests are informed of any likely time delays for service and alternatives are offered to guests in line with establishment procedures.
- 1.12 Glassware, service ware and cutlery are provided and adjusted as required for menu choices, in line with establishment procedures.

Element 2: Serve food and drink orders and clear table

Range

Service items may include but are not limited to food and beverage items (hot plated food, cold plated food, cold soft drinks, hot non-alcoholic drinks, juice) and equipment (crockery, service equipment, glassware, cutlery, accompaniments).

Service styles may include but are not limited to tray service or plate service using two plates on one arm carrying method, ensuring guest safety and comfort, minimal invasion of personal space of guest and meeting guest needs.

Processing accounts will vary according to establishment procedures and may include depositing money in cash register, processing and giving change, processing credit cards or EFTPOS, handing to other person to process.

Performance Criteria

- 5.1 Service items on plates are confirmed with kitchen as belonging to guests in line

with establishment procedures.

- 5.2 Food and beverage selections are collected promptly from service areas, checked for presentation and conveyed safely to guests, in line with establishment procedures.
- 5.3 Service equipment is checked for cleanliness and damage before use in line with establishment procedures.
- 5.4 Guests are served courteously and food and beverage orders are delivered to correct guests, using appropriate service style in line with establishment requirements.
- 5.5 Guest queries are answered in a prompt and polite manner in line with establishment procedures.
- 5.6 Guest satisfaction is checked at appropriate time in line with establishment procedures.
- 5.7 Flow of services and meal delivery are monitored in line with establishment procedures.
- 5.8 Additional food and beverage items are offered to guest at appropriate times, ordered from kitchen and served accordingly.
- 5.9 Tables are cleared of crockery, cutlery and glassware at appropriate times with minimal disruption to guests.
- 5.10 Accounts are organized and presented to guests on request and processed in line with establishment procedures.
- 5.11 Guests are fare welled courteously from the restaurant or dining area in line with establishment procedures.

Element 6: Maintain, clear and close down dining area

Range

Setting up for next service includes but are not limited to polishing flatware and glassware,

placing service ware, flatware and glassware in allocated storage areas, resetting and dressing tables, cleaning equipment such as coffee machines and bain marie, general cleaning of restaurant and customer facilities, cleaning of surfaces.

Performance Criteria

- 6.1 Sufficient stocks of clean service items condiments and accompaniments are maintained throughout service.
- 6.2 Food plates and cutlery associated with the finished meal are removed from table promptly, in a safe manner and with minimum disturbance to guests in line with industry requirements.
- 6.3 Glassware is removed from table using a tray during service, in a safe manner in line with industry and establishment requirements.
- 6.4 Ashtrays are changed promptly and correctly in line with establishment requirements.
- 6.5 Guest tables and dining areas are cleared of soiled and unnecessary service items promptly, ensuring minimal disruption to guests in line with establishment procedures.
- 6.6 Liquid spills are wiped up and leftover food and waste are removed in safe and hygienic manner in line with establishment procedures.
- 6.7 Guest tables, dining areas and service areas are kept hygienically clean, tidy and free from waste and food debris.
- 6.8 Area is cleared, cleaned or dismantled after guest departure in line with establishment procedures and safety requirements.
- 6.9 Area is set up correctly for the next service in line with establishment procedures and requirements, including resetting tables.
- 6.10 Equipment for the next service is stored or prepared in line with establishment procedures.
- 6.11 Services are reviewed and evaluated with colleagues, where appropriate and

possible improvements identified.

- 6.12 Handover is provided to incoming restaurant colleagues and any relevant information shared.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB305 Provide Responsible Service of Alcoholic Beverage

Title		Provide Responsible Service of Alcoholic Beverages			
Domain		FOOD AND BEVERAGE SERVICES			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB305	Credits	6

Purpose

This unit standard specifies the competency required to provide responsible service of alcoholic beverages in a hospitality establishment. It includes advising guests on alcoholic beverages, taking orders, serving alcoholic beverages and identifying guests to whom service of alcohol may be refused. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- Unit 201 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods and personal hygiene for food and beverage service* or demonstrated equivalent knowledge and skills.

2. Persons undertaking this unit standard must comply with the minimum age requirements for the service of alcohol as specified in the Liquor Act 6 of 1998.

3. Service of alcoholic beverages is restricted to licensed premises in line with the Liquor Act 6 of 1998.

4. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
6. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements
7. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No. 4 1998
 - Occupational Health and Safety Regulations No. 14 2001
 - Food Safety Act 1990
 - Liquor Act 6 of 1998
 - Health and Safety at Work Act 1947
 - Food Safety Regulations 1995and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Take orders for alcoholic beverages

Range

Alcoholic beverages may include but are not limited to wines, beers, spirits, liqueurs, aperitifs, cocktails.

General information on alcoholic beverages to be provided to customers may include but is not limited to suitable drinks before and after a meal, suggested basic wine and food combinations, typical wines and growing areas, grape varieties, characteristics, typical beers, place of origin and characteristics of alcoholic drinks, characteristics of spirits; liqueurs, aperitifs and appropriate mixers, range of cocktails.

Performance Criteria

- 1.1 General information on alcoholic beverages served by the establishment is provided to guests in line with establishment procedures.
- 1.2 Advice and recommendations on beverage choices are provided to guests courteously and as appropriate in line with establishment procedures.
- 1.3 Guest orders are taken accurately and selection is verified with guest in line with establishment procedures.

Element 2: Serve alcoholic beverages

Range

Items and equipment for beverage service at the table may include but are not limited to ice buckets, stands, openers and wine knives, serviettes, glassware appropriate to beverage and style, wine lists.

Preparation of glassware may include but are not limited to checking for cracks and chips, polishing, table placement, placing in storage.

Responding to complaints about wines and other beverages may include but are not limited to appearance, smell, taste.

Establishment procedures for storage may relate to refrigeration, shelving or cellaring, vertical or horizontal storage.

Performance Criteria

- 2.1 Appropriate glassware and other equipment for beverage service are selected in line with establishment procedures.
- 2.2 Glassware is prepared and placed for guest in line with industry and establishment procedures.
- 2.3 Trays are loaded, carried and unloaded where required, in a manner that is safe and avoids spillage.
- 2.4 Beverages selected by guests are presented for verification where appropriate in line with establishment procedures.
- 2.5 Beverages are opened and served correctly, safely and without spilling in line with establishment procedures.
- 2.6 Beverages are poured as required in line with guest requirements and establishment procedures.
- 2.7 Guest complaints about quality of beverage and service are responded to promptly and politely in line with establishment procedures.
- 2.8 Glasses are refilled as required during service, with minimal disruption to guests in line with establishment procedures.
- 2.9 Used and unused glassware are removed from tables at appropriate times and in correct manner in line with establishment procedures.
- 2.10 Breakages and spillages are responded to in line with establishment procedures.
- 2.11 Beverage accounts are presented and processed in line with establishment procedures.
- 2.12 Alcoholic beverages are stored appropriately after service in line with establishment procedures.

Element 3: Identify guests to whom alcohol service may be refused

Range

Guests to whom service may be refused may include but are not limited to minors and intoxicated persons.

Assistance may include but is not limited to colleagues, managers, supervisor, and security staff.

Performance Criteria

- 3.1 Guests to whom service may be refused are identified in line with legislative and establishment procedures.
- 3.2 Proof of age is requested and obtained prior to service where appropriate in line with legislative and establishment procedures.
- 3.3 Service is refused in a polite manner and reasons for the refusal stated in line with legislative and establishment procedures.
- 3.4 Problems arising from refusal of service of alcohol are reported and assistance is sought as required in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB306 Prepare and serve non-alcoholic drinks

Title		Prepare and Serve Non-Alcoholic Drinks			
Domain		FOOD AND BEVERAGE SERVICES			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB306	Credits	6

Purpose

This unit standard specifies the competency required to prepare and serve non-alcoholic drinks in a hospitality establishment. It includes taking guest beverage orders for service, preparing and serving a range of non-alcoholic drinks and using, cleaning and maintaining equipment and machinery for non-alcoholic beverages. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- Unit 201 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods and personal hygiene for food and beverage service* or demonstrated equivalent knowledge and skills.

2. Non-alcoholic drinks may include but are not limited to varieties of iced tea, iced coffee,

milkshakes, flavoured milks, smoothies, iced chocolate, juices, cordials and syrups, waters, soft drinks, non-alcoholic cocktails, freshly squeezed juices, health drinks, fruit whips, frappe, and children's specialty drinks. It does not include hot beverages such as tea, coffee and hot chocolate.

3. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 4, 1998
 - Liquor Act 6 of 1998
 - Occupational Health and Safety Regulations No.14, 2001
 - Health and Safety at Work Act 1947
 - Fire Precaution Act 1971
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Take guest beverage orders

Range

Information includes but is not limited to ingredients, origin, price, special promotions, flavour and suitable alternatives.

Promotion includes but is not limited to product information, up-selling and add-ons.

Performance Criteria

- 1.1 Guests are provided with beverage information and beverages are promoted in line with establishment procedures.
- 1.2 Guest beverage requirements are identified, recorded and processed in line with establishment procedures.

Element 2: Prepare and serve non-alcoholic drinks

Range

Service ware may include but is not limited to glassware, trays, service linen, pen, order systems.

Guest requests may include but are not limited to strength, taste, temperature and appearance.

Performance Criteria

- 2.1 Name and style of drink is identified in response to guest request in line with establishment procedures.

- 2.2 Required ingredients and equipment are selected and assembled in line with establishment procedures.
- 2.3 Drinks are prepared correctly, using appropriate methods in line with standard recipes, guest requests and required timeframe in line with establishment procedures.
- 2.4 Drinks are garnished where appropriate and presented in appropriate crockery or glassware in line with establishment procedures.
- 2.5 Service ware is used safely and kept clean and ready for use in line with establishment procedures.

Element 3: Clean and maintain beverage equipment

Range

Beverage equipment may include but is not limited to juicers, blenders, mixers, fridges.

Performance Criteria

- 3.1 Beverage equipment is cleaned and maintained regularly in line with manufacturer's specifications and establishment cleaning and maintenance schedules.
- 3.2 Faults with beverage equipment are identified promptly and reported to appropriate person.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB307 Prepare and serve espresso coffee

Title		Prepare and serve espresso coffee and other hot beverages			
Domain		FOOD AND BEVERAGE SERVICES			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB307	Credits	6

Purpose

This unit standard specifies the competency required to prepare and serve hot beverages in a hospitality establishment. It includes organising and preparing work areas, taking orders for hot beverages, preparing and serving espresso coffee and other types of hot beverages. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- ..Unit 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.
 - ..Unit 292 Practice food safety methods and personal hygiene for food and beverage service or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. Hot beverages may include but are not limited to different types of coffee, tea and

chocolate.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.14 2001
 - Health and Safety at Work Act 1947
 - Fire Precaution Act 1971
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995

and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Organise and prepare work areas

Range

Preparation of workstation for hot beverage service may include but is not limited to selecting equipment and containers, turning on machines, setting out cups, mugs, saucers/plates, jugs, glasses and other required service ware, ensuring adequate supplies of milk varieties and sugars, including specialised sugars and substitutes, assembling flavourings and toppings, laying out flatware, serviettes, wipes.

Equipment includes but is not limited to coffee machine, espresso pot, mechanical milk frothier, grinders, percolators/urns, tea pots, plungers.

Appropriate containers and conditions for storage of hot beverages and commodities include but are not limited to air tight containers for coffee and tea, freedom from light and temperature changes, refrigeration of milk.

Performance Criteria

- 1.1 Workstation for preparation of hot beverages is prepared in line with safety and hygiene practices, to enable efficient workflow and easy access to equipment and commodities.
- 1.2 Ingredients for hot beverages are identified and stored in appropriate containers and conditions to maintain quality and freshness in line with enterprise procedures.

Element 2: Take hot beverage orders

Performance Criteria

- 2.1 Advice is provided to guests about types of hot beverages in line with establishment procedures.
- 2.2 Guest requirements for hot beverages are determined and orders taken in line with establishment requirements.

Element 3: Provide buffet service

Performance Criteria

- 3.1 Food items are displayed in line with guest and establishment procedures.
- 3.2 Garnishes and accompaniments are provided in line with guest and establishment requirements.
- 3.3 Food items are served to guests in a safe manner as required in line with establishment procedures.
- 3.4 Potential health problems through cross-contamination and food spoilage are identified and appropriate preventative measures taken to eliminate such risks in line with establishment procedures.
- 3.5 Food on display is kept at temperature levels as prescribed by legislation and safety requirements.
- 3.6 Service equipment and buffet display are maintained in line with guest and establishment procedures.
- 3.7 Food items are replenished throughout service and buffet area is kept tidy and free from food debris in line with guest and establishment procedures.
- 3.8 Service and traffic areas are kept clear throughout service in line with establishment procedures.
- 3.9 Buffet food and service equipment are cleaned after service in timely manner in line with establishment procedures.
- 3.10 Food items, condiments and accompaniments are stored or disposed of in line with establishment procedures.
- 3.11 Furniture, service areas and equipment are cleaned and prepared for next service in line with establishment procedures.

Element 4: Prepare and serve espresso coffee using a commercial espresso machine

Espresso coffee includes short black, cappuccino, café latte, macchiato, long black, mocha, flat white.

Cleaning and maintenance of espresso machine includes but is not limited to cleaning machine and parts, wiping down entire machine, purging reservoir of hot water, cleaning drainage pipes, back flushing the machine.

Performance Criteria

- 4.1 Ingredients for espresso coffee are selected and prepared in line with establishment procedures.
- 4.2 Espresso equipment is prepared in line with manufacturer's and establishment procedures.
- 4.3 Appropriate cups or glassware are selected and warmed prior to preparation of espresso in line with establishment procedures.
- 4.4 Coffee is extracted using espresso equipment in line with manufacturer's and establishment procedures.
- 4.5 Milk for espresso coffee is prepared in line with establishment requirements and guest preferences.
- 4.6 Espresso coffee is prepared, served and presented in line with coffee style and guest and establishment requirements.
- 4.7 Accompaniments are served with espresso coffee in line with guest and establishment requirements.
- 4.8 Espresso machine is cleaned and maintained in line with manufacturer's and establishment procedures.

Element 5: Prepare and serve other types of hot beverages

Performance Criteria

- 5.1 Hot drink type is identified in line with guest and establishment requirements.
- 5.2 Appropriate cups or glassware are selected in line with establishment requirements.
- 5.3 Ingredients for hot beverage are selected and prepared in line with establishment procedures.
- 5.4 Hot drinks machines or pots are monitored and adjusted as required until required beverages are made in line with guest and establishment requirements.
- 5.5 Hot beverage is prepared, served and presented in line with guest and establishment requirements.
- 5.6 Accompaniments are served with hot beverage in line with guest and establishment requirements.
- 5.7 Hot drinks machines or pots are cleaned and maintained in line with manufacturer's and establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB308 Demonstrate different types of food and beverage service

Title		Demonstrate Different Types of Food and Beverage Service			
Domain		FOOD AND BEVERAGE SERVICES			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB308	Credits	6

Purpose

This unit standard specifies the competency required to provide buffet and carvery service in a hospitality establishment. It includes preparing for a buffet, displaying food items, maintaining the buffet, preparing carvery and service equipment, carve meat and poultry, serve guests and clear carvery and carvery service area. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- ...Unit 201 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- ...Unit 292 *Practice food safety methods and personal hygiene for food and beverage service* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. Glossary of terms:

.....• *Buffet* refers to a meal-serving system where guests serve themselves. It is a popular

method of feeding large numbers of people with minimal staff.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 4, 1998
 - Occupational Health and Safety Regulations No.14, 2001
 - Health and Safety at Work Act 1947
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare for buffet service

Range

Buffet food may include starters, main courses (salads, meat, poultry, seafood, and bread), desserts (fruit, cheeses), and condiments.

Buffet and service equipment may include but are not limited to service ware, crockery, cutlery, dishes, plates, service cutlery, platters, glassware, table coverings, serviettes, decorative items, labels, service cloths, linen, decorations, candles and lighting, centrepieces, fruit, vegetables, flowers and plants, salt, ice, bread, chocolate, sugar, decorated cakes and display cakes, margarine, hot and cold condiments.

Decorations may include but are not limited to food items, table decorations, floral and fruit displays, silverware, thematic decorations.

Relevant staff may include supervisors and managers, display artists and decoration wholesalers, interior designers and decorators, cooks and chefs, service staff.

Performance Criteria

- 1.1 Service ware and linen are selected in line with establishment and guest requirements.
- 1.2 Tables are planned and service points arranged so they are suitable for buffet display and service in line with establishment requirements.
- 1.3 Food is presented in line with establishment and guest requirements.
- 1.4 Decorations are selected and positioned in line with establishment and guest requirements.
- 1.5 Relevant staff members are liaised with to organize preparation and conduct of buffets where required in line with establishment and guest requirements.

Element 2: Provide buffet service

Performance Criteria

- 2.1 Food items are displayed in line with guest and establishment procedures.

- 2.2 Garnishes and accompaniments are provided in line with guest and establishment requirements.
- 2.3 Food items are served to guests in a safe manner as required in line with establishment procedures.
- 2.4 Potential health problems through cross-contamination and food spoilage are identified and appropriate preventative measures taken to eliminate such risks in line with establishment procedures.
- 2.5 Food on display is kept at temperature levels as prescribed by legislation and safety requirements.
- 2.6 Service equipment and buffet display are maintained in line with guest and establishment procedures.
- 2.7 Food items are replenished throughout service and buffet area is kept tidy and free from food debris in line with guest and establishment procedures.
- 2.8 Service and traffic areas are kept clear throughout service in line with establishment procedures.
- 2.9 Buffet food and service equipment are cleaned after service in timely manner in line with establishment procedures.
- 2.10 Food items, condiments and accompaniments are stored or disposed of in line with establishment procedures.
- 2.11 Furniture, service areas and equipment are cleaned and prepared for next service in line with establishment procedures.

Element 3: Prepare carvery and service equipment

Range

Service equipment may include but is not limited to heating unit, carving board, drip

tray, sauce boats, display unit, knives, forks, service trays, signage, service cloths, crockery, cutlery, dishes, plates, service cutlery, platters, glassware, table coverings, serviettes, decorative items, labels, linen.

Performance Criteria

3.1 Carvery area is cleaned and prepared for use in line with establishment procedures.

3.2 Carvery service equipment is selected and prepared for use in line with establishment procedures.

3.3 Carvery food items are handled, stored and displayed in line with safety and Establishment requirements.

Element 4: Carve meat and poultry and serve guests

Range

Relevant staff may include customers, supervisors and managers, display artists and Decoration wholesalers, interior designers and decorators, other cooks and chefs, Service staff.

Performance Criteria

4.1 Food items are carved and portioned in line with establishment and guest requirements.

4.2 Food items are carved safely, using correct carving methods for meat and poultry types.

4.3 Food items are served to guests in a safe manner in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)