



NATIONAL VOCATIONAL CERTIFICATE IN

HOSPITALITY AND TOURISM: FOOD BEVERAGE OPERATIONS

LEVEL 4



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

Ministry of Labour and Social Security

P. O. Box 1218

Mbabane

Kingdom of Eswatini

+268 24046122/4

Website: www.divt.org.sz

Email: mazambane.dlamini@divt.org.sz

March 2026

All rights reserved. The information contained herein is solely for education and training purposes in the TVET Sub-Sector. It may, therefore be copied for such purposes and not for sale. No reproduction of the information contained herein is allowed without prior information from DIVT.

The use of this package by a provider will not guarantee certification of learners or accreditation of institutions unless all requirements by the Eswatini Higher Education Council (ESHEC) are met.

Registration documents can be downloaded at the link:

<https://www.divt.org.sz/qualifications>

Funded by the Taiwan Technical Mission in Eswatini



Contents

ACKNOWLEDGEMENT	4
THE QUALIFICATION.....	5
NATIONAL VOCATIONAL CERTIFICATE HOSPITALITY & TOURISM: FOOD AND BEVERAGE SERVICE LEVEL 4	6
RATIONALE.....	6
PURPOSE	6
ENTRY REQUIREMENTS	7
ASSOCIATED LEVEL DESCRIPTORS	7
LEARNING OUTCOMES AND ASSESSMENT CRITERIA.....	7
COMPONENTS OF THE QUALIFICATIONS	8
RULES OF COMBINATION	9
INTEGRATED ASSESSMENT.....	9
INTERNATIONAL COMPARABILITY	10
ARTICULATION AND LEARNING PATHWAYS.....	10
RESPONSIBLE BODY	11
UNIT STANDARDS	12
CORE 401 Implement workplace health, safety and security procedures	13
CORE 402 Monitor, coach and administer staff.....	19
CORE 403 Train staff in job skills.....	25
CORE 404 Implement work operations.....	29
CORE 405 Maintain financial records and systems	35
CORE 406 Promote and sell tourism products	39
CORE 407 Coordinate control of stock.....	43
CORE 408 Apply First Aid in a hospitality establishment.....	47
CORE 409 Conduct basic communication	52
CORE 410 Facilitate effective workplace relationships in a hospitality establishment.....	56
HTFB401 Supervise food and beverage service as part of hospitality operations.....	60
HTFB402 Apply knowledge of different cooking methods	65
HTFB403 Provide specialised food service in a hospitality establishment	75
HTFB404 Serve and provide specialist advice on wine	79
HTFB405 Provide advanced service of beverages	83
HTFB406 Supervise buffet and banquet set up and service	90
HTFB407 Plan and prepare menus that address the dietary, nutritional and cultural requirements	96

HTFB408 Organise and coordinate functions and events.....	100
---	-----

ACKNOWLEDGEMENT

The qualifications package was developed through consultations and combined efforts of individuals, organizations and collaborating partners. The qualification contains unit standards benchmarked from other countries in the SADC Region and internationally. The DIVT facilitated the whole process of developing this package.

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 AND BEVERAGE SERVICE LEVEL 4

Originator:	DIVT		
Qualification Type:	Certificate	Descriptor:	NVCHT
Specialisation:	Food & Beverage Service		
Level:	4	Minimum Credits:	120
Actual Credits	121		
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 Eswatini 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.

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 3 certificate demonstrated equivalent knowledge and skills.

RPL - A portfolio of evidence of competence of equivalence to Food and beverage Service 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 use a wide range of Hospitality and Tourism practical and theoretical knowledge in Food and Beverage Service.

Skills

To develop strategic approaches to tasks that arise in work or study by applying specialist knowledge and using expert sources of information in Food and Beverage Service. Evaluate outcomes in terms of strategic approach used and apply known and predictable solutions to predictable situations in Food and Beverage Service.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

After completion of this qualification, a Food and Beverage Attendant level 4 should be able to;

- Implement workplace health and safety and security procedures in a hospitality establishment
- Monitor, coach and administer staff in a hospitality establishment
- Train staff in job skills in a hospitality establishment
- Implement work operations in a hospitality establishment
- Maintain financial records and systems in a hospitality establishment
- Promote and sell tourism products in a hospitality establishment
- Co-Ordinate control of stock and supplies in a hospitality establishment
- Apply First Aid in a hospitality establishment

- Conduct basic workplace oral communication in an Asian, or European language other than English in a hospitality establishment
- Facilitate effective workplace relationships in a hospitality establishment
- Apply Knowledge of different cooking methods in a hospitality operations
- Provide specialised food service in a hospitality establishment
- Serve and provide specialised advice on Wine
- Provide advanced service of beverages
- Supervise buffet and banquet set up and service
- Plan and prepare menus that address the dietary, nutritional and cultural requirements of guests in a hospitality establishment
- Organise and coordinate functions and events 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 401	Implement workplace health and safety and security procedures in a hospitality establishment	4	10
HTCore 402	Monitor, coach and administer staff in a hospitality establishment	4	10
HTCore 403	Train staff in job skills in a hospitality establishment	4	8
HTCore 404	Implement work operations in a hospitality establishment	4	8
HTCore 405	Maintain financial records and systems in a hospitality establishment	4	8
HTCore 406	Promote and sell tourism products in a hospitality establishment	4	5
HTCore 407	Co-Ordinate control of stock and supplies in a hospitality establishment	4	8
HTCore 408	Apply First Aid in a hospitality establishment	4	5
HTCore 409	Conduct basic workplace oral communication in an Asian, or European language other than English in a hospitality establishment	4	6

HTCore 410	Facilitate effective workplace relationships in a hospitality establishment	4	5
HTFB 401	Supervise Food & Beverage service as part of hospitality operations	4	6
HTFB 402	Apply knowledge of different cooking methods in a hospitality establishment	4	7
HTFB 403	Provide specialised food service in a hospitality establishment	4	5
HTFB 404	Serve and provide specialist advice on Wine	4	5
HTFB 405	Provide advanced service of beverages	4	5
HTFB 406	Supervise buffet and banquet set up and service	4	5
HTFB 407	Plan and prepare menus that address the dietary, nutritional and cultural requirements of guests in a hospitality establishment	4	5
HTFB 408	Organise and coordinate functions and events in a hospitality establishment.	4	14
Total number of credits			121

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
-------------	--

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)

Attention:

Director DIVT

P.O. Box 1218

Somhlolo Road, Opp. ECOT Admin, Sandla

Mbabane

Eswatini

Telephone number: 2404 6122/4

Email: enquiries@divt.org.sz

UNIT STANDARDS

CORE 401 Implement workplace health, safety and security procedures

Title		Implement workplace health, safety and security procedures in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 401	Credits	8

Purpose

This unit standard specifies the competency required to implement work operations in a hospitality establishment. It includes implementing systems and procedures in a hospitality establishment, monitoring and improving work operations, planning and organising workflow, maintaining workplace records and solving problems and making decisions related to hospitality operations. This unit standard is intended for those who work in Hospitality Operations.

Special Notes

1. Entry information

Prerequisite:

- *Core 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 and legislative requirements.

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, 15 of 2004
 - Occupational Health and Safety Regulations No.18, 1997
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974and 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Implement systems and procedures in a hospitality establishment

Range

Systems and procedures may include but are not limited to guest service procedures; bar or restaurant procedures; kitchen systems and procedures including food safety; housekeeping systems; office administration systems; reservations procedures; cleaning and maintenance procedures; quality assurance procedures; security procedures; stock control systems and procedures; occupational health and safety procedures.

Planning and development of systems and procedures include but are not limited to identifying the need for establishment systems and procedures; clarifying establishment requirements by monitoring the workplace and ongoing consultation with colleagues and guests; identifying problem areas and taking prompt action; developing or revising systems and procedures in consultation with colleagues; considering immediate operational needs and establishment goals and human and financial resource issues, when developing or revising systems and procedures.

Other stakeholders may include but are not limited to suppliers and service providers.

Performance Criteria

- 1.1 The need for systems and procedures that ensure the efficient, safe and effective operation of the establishment is identified in line with establishment procedures.
- 1.2 Information on the systems and procedures required by the establishment is gathered through monitoring the workplace, observing industry trends, noting legislative requirements and consulting with colleagues and customers on an ongoing basis in line with establishment procedures.
- 1.3 Problems with existing operational systems and procedures are identified and responded to in line with establishment procedures.
- 1.4 Immediate operational needs, establishment goals and human and financial resource issues are considered when planning and developing new or existing systems and procedures.
- 1.5 New or revised systems and procedures are introduced in a manner that causes minimum disruption to customers, colleagues and other stakeholders.

Element 2: Monitor and improve work operations

Range

Day-to-day work operations may relate to customer service; bar and restaurant operations; kitchens; office administration; reservation procedures; housekeeping systems; stock control; security; safe work practices; record keeping; financial procedures.

Quality assurance initiatives may be formal or informal.

Performance Criteria

- 2.1 Measures are implemented to ensure that day-to-day work operations support overall establishment goals and quality assurance initiatives.
- 2.2 Training and support on new or revised systems and operations are provided to colleagues in line with establishment procedures.
- 2.3 The efficiency and effectiveness of new or revised systems and procedures are monitored in line with establishment procedures.
- 2.4 Suggestions for improvements to systems and procedures are sought from colleagues, customers and other stakeholders in line with establishment procedures.
- 2.5 Adjustments are made to systems and procedures where necessary in line with establishment requirements.

- 2.7 Quality problems and issues are identified promptly and appropriate adjustments are made in line with establishment procedures.

Element 3: Plan and organise workflow

Performance Criteria

- 3.1 Current workload of colleagues is assessed accurately in line with position description and establishment procedures.
- 3.2 Work is scheduled in a manner that enhances efficiency and customer service quality.
- 3.3 Work is delegated to appropriate people in accordance with principles of delegation.
- 3.4 Workflow and progress are assessed against agreed objectives and timelines.
- 3.5 Colleagues are assisted in time management and prioritisation of workload, through supportive feedback and coaching.
- 3.6 Timely input is provided to appropriate management regarding staffing and resource needs in line with establishment procedures.

Element 4: Maintain workplace records

Range

Workplace records may include but are not limited to inventories, maintenance and breakages; customer and guest feedback, injury and accident reports of the workplace.

Performance Criteria

- 4.1 Workplace records are completed accurately and submitted within required timeframes in line with establishment procedures.
- 4.2 Completion of records is delegated to staff as appropriate in line with establishment procedures.
- 4.3 Workplace records completed under delegation are monitored for accuracy and timeliness of submission in line with establishment procedures.

Element 5: Solve problems and make decisions related to hospitality operations

Range

Problems may include but are not limited to difficult customer service situations; equipment breakdown; technical failure; failure to deliver promised service to customers; procedural inadequacies or failures; unrealistic or impractical product development or marketing resulting in operational difficulties; inadequate staffing; procedural problems; poor rostering; inadequate financial resources; delays and time difficulties.

Performance Criteria

- 5.1 Workplace problems are identified promptly and analysed from an operational and customer service perspective.
- 5.2 Short-term action is initiated to resolve the immediate problem where appropriate in line with establishment procedures.
- 5.3 Communication channels of the establishment are followed to report problems.
- 5.4 Problems are analysed for any long-term impact, and potential solutions are assessed and actioned in consultation with relevant colleagues.

- 5.5 Team members are encouraged to identify problems and participate in identifying appropriate solutions.
- 5.6 Follow-up action is taken to monitor the effectiveness of problem solving and decision making in the workplace.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 402 Monitor, coach and administer staff

Title		Monitor, coach and administer staff in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 402	Credits	8

Purpose

This unit standard specifies the competency required to monitor, coach and administer staff and keep staff timetables within the framework of established performance management systems. It includes conducting structured performance appraisals and formal counselling sessions. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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 and legislative requirements.
 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, 15 of 2004
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Monitor staff performance

Range

Expected standards of performance and performance problems may include but are not limited to productivity; punctuality; personal presentation; level of accuracy in work; adherence to procedures; guest service standards; team interaction; response times; waste minimization; cost minimisation.

Feedback on monitoring includes but is not limited to confirming and corrective feedback on an on-going basis; appropriate guidance and support to colleagues; recognising and rewarding achievements and outstanding performance; identifying the need for further coaching or training.

Performance management systems may include but are not limited to setting performance standards, developing operational plans, staff grievances, disciplinary procedures.

Recognition of achievement may include but is not limited to informal acknowledgment; acknowledgment of an individual's good performance to the whole team; presentation of awards; written report to management.

Solutions to performance problems may include but are not limited to additional training; assistance with problems outside of the workplace; adjustment of workload; re-organisation of work practices; agreement on short-term goals for improvement.

Issues to be considered in performance evaluations may include but are not limited to type of assessment (eg. self, peer, team, productivity indicators); methods of collecting performance data; methods of interpreting performance data; processes for performance appraisal interviews.

Required procedures for a formal counselling session may include but are not limited to formal notification to staff member and/or management; invitation of appropriate people; organisation of appropriate location for counselling session.

Performance Criteria

- 1.1 Ongoing staff performance is monitored in consultation with and knowledge of colleagues, against expected standards of performance using appropriate communication mechanisms.
- 1.2 Feedback on monitoring is provided to staff in line with establishment procedures.
- 1.3 Performance management systems are implemented in line with establishment procedures.
- 1.4 Individual performance evaluations are conducted openly and fairly in line with establishment procedures.
- 1.5 Performance management records are completed and filed in line with establishment policy requirements.

- 1.6 Agreement is reached with colleagues on courses of action and follow-up resulting from performance evaluation in line with establishment procedures.

Element 2: Coach staff in job skills

Range

Identification of coaching needs of colleagues may include but is not limited to request for coaching from colleague to be coached; own observation and workplace experience; direction from other colleagues and management.

Organising coaching may include but is not limited to specifying with colleagues a time and place for coaching.

Job coaching sessions may include but are not limited to on-the-job during work hours; before or after work; in a simulated location away from the actual workplace.

Job coaching may include but is not limited to explaining to the colleague the overall purpose of coaching and demonstrating the specific skills; checking the colleague's understanding; providing the opportunity to practise the skill and ask questions; providing feedback in a constructive and supportive manner.

Skills to be coached may include but are not limited to short, commonly-used tasks such as customer service skills; technical or practical skills such as operating equipment, making something or completing documentation; selling or promoting products and servicing.

Performance problems or difficulties may be due to but are not limited to shyness or lack of confidence; breakdown in communication; language or cultural barriers; insufficient opportunity to practice; inappropriate circumstances for coaching.

Performance Criteria

- 2.1 Need for coaching, including specific coaching needs of colleagues, is identified in line with establishment procedures.
- 2.2 Job coaching of colleagues is planned and organized in line with establishment procedures.
- 2.3 Coaching in job skills is delivered in line with establishment procedures.
- 2.4 Feedback is provided to colleagues on acquisition of job skills and advice on further skills development is provided in line with establishment procedures.
- 2.5 Colleagues acquisition of job skills is monitored and reported in line with establishment procedures.
- 2.6 Supportive assistance to colleagues participating in job skills coaching is provided as required in line with establishment procedures.
- 2.7 Performance problems or difficulties are identified with the coaching and rectified or referred to the appropriate person for follow-up.

Element 3: Keep staff timetables

Range

Timetables may be for an individual department, the entire establishment or a specific project.

Employment conditions of staff may include but are not limited to the number of hours worked in a given shift; overall number of hours allocated to different staff members; breaks between shifts; nature of duties allocated; use of permanent or casual staff.

Implementation of staff timetables to maximise operational efficiency and guest service levels while minimising costs may include but is not limited to combining duties where appropriate to ensure effective use of staff; utilising the available skills base appropriately to roster the most effective mix

of staff and to meet different operational requirements; presenting timetables in required formats to ensure clarity of information; communicating timetables to appropriate colleagues within designated timelines.

Staff work time records include but are not limited to timetables, time sheets, clock cards, attendance registers, staff leave.

Performance Criteria

- 3.1 Staff timetables are developed and maintained in accordance with employment conditions of staff and establishment and legislative requirements.
- 3.2 Staff timetables are implemented to maximise operational efficiency and guest service levels while minimising costs in line with establishment requirements.
- 3.3 Staff work time records are maintained and updated in accordance with establishment procedures.

Element 4: Administer staffing in an operational area of a hospitality establishment

Range

Staff plans may include but are not limited to training (identification of training needs, conferencing, workshops); succession plan; leave (sick, annual, compassionate, maternity, study).

Assistance in recruiting staff may include but is not limited to drafting of position descriptions, shortlisting of candidates, participation in selection interviews, supervision of probationary periods.

Staff records may include but are not limited to personal files, employment history.

Performance Criteria

- 4.1 Staffing requirements for operational area are identified in line with establishment requirements.
- 4.2 Job descriptions of staff are interpreted and updated in line with legislative and establishment requirements (align).

4.3 Staffing plans are prepared and implemented for operational area in line with legislative and establishment requirements.

4.4 Assistance in recruiting staff for relevant operational area is provided to management in line with establishment requirements.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 403 Train staff in job skills

Title		Train staff in job skills in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 403	Credits	8

Purpose

This unit standard specifies the competency required to train staff in job skills in a hospitality establishment. It includes preparing and delivering training, providing opportunities for practice and reviewing training. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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 and legislative requirements.
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, 15 of 2004
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare for training

Range

Identifying training needs may include but is not limited to industry, establishment or other performance competency standards; industry or workplace training practices; job descriptions; results of training needs analyses; business plans of the establishment which identify skill development requirements; standard operating and/or other workplace procedures.

Appropriate personnel may include but is not limited to team leaders, supervisors or technical experts; managers or employers; training and assessment coordinators; training participants; representative government regulatory bodies; union or employee representatives; consultative committees; assessors.

Performance Criteria

- 1.1 Specific needs for training are identified and confirmed through consultation with appropriate personnel in line with establishment procedures.
- 1.2 Training objectives are matched to identify competency development needs in line with establishment procedures.
- 1.3 Training approaches are planned and documented in line with establishment procedures.

Element 2: Deliver training

Range

Training sessions include one to one demonstration or small group demonstration (2 to 5 persons).

Resources may include but are not limited to time; location; personnel; materials and equipment; OHS and other workplace requirements; establishment or industry standard operating procedures; finances or costs.

Strategies and techniques may include but are not limited to active listening; targeted questioning; points of clarification; group discussions; demonstrations; visual aids; repetition; summarizing; role-play.

Performance Criteria

- 2.1 Training is conducted in a safe and accessible environment in line with establishment procedures.
- 2.2 Training delivery methods are selected appropriate to training participant(s) needs, trainer availability, location and resources in line with establishment procedures.
- 2.3 Strategies and techniques are employed which facilitate the learning process in line with establishment procedures.
- 2.4 Objectives of the training, sequence of activities and assessment processes are discussed with training participant(s) in line with establishment procedures.
- 2.5 A systematic approach is taken to training and the approach is revised and modified to meet specific needs of training participant(s) in line with establishment procedures.

Element 3: Provide opportunities for practice

Range

Characteristics of training participant may include but are not limited to information in relation to language, literacy and numeracy needs; cultural and educational background; gender; physical ability; level of confidence, nervousness or anxiety; age; previous experience with the topic; experience in training and assessment.

Components of competency include task skills; task management skills; contingency management skills; job or role environment skills; transfer and application of skills and knowledge of new contents.

Training delivery methods and opportunities for practice may include but are not limited to presentations; demonstrations; explanations; problem solving; mentoring; experiential learning; group work; on the job coaching; job rotation; a combination of the above.

Performance Criteria

- 3.1 Practice opportunities are provided to ensure that the participant achieves the components of competency in line with establishment procedures.
- 3.2 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of participants in line with establishment procedures.

Element 4: Review training

Performance Criteria

- 4.1 Participants are encouraged to self evaluate performance and identify areas for improvement in line with establishment procedures.
- 4.2 Participants' readiness for assessment is monitored and assistance provided in the collection of evidence of satisfactory performance in line with establishment procedures.
- 4.3 Training is evaluated in the context of self-assessment, participant feedback, supervisor comments and measurements against objectives in line with establishment procedures.
- 4.4 Training details are recorded according to establishment and legislative requirements.
- 4.5 Results of evaluation are used to guide further training in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 404 Implement work operations

Title		Implement work operations in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 404	Credits	8

Purpose

This unit standard specifies the competency required to implement work operations in a hospitality establishment. It includes implementing systems and procedures in a hospitality establishment, monitoring and improving work operations, planning and organising workflow, maintaining workplace records and solving problems and making decisions related to hospitality operations. This unit standard is intended for those who work in Hospitality Operations.

Special Notes

1. Entry information
Prerequisite:
 - *Core 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 and legislative requirements.

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, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Implement systems and procedures in a hospitality establishment

Range

Systems and procedures may include but are not limited to guest service procedures; bar or restaurant procedures; kitchen systems and procedures including food safety; housekeeping systems; office administration systems; reservations procedures; cleaning and maintenance procedures; quality assurance procedures; security procedures; stock control systems and procedures; occupational health and safety procedures.

Planning and development of systems and procedures include but are not limited to identifying the need for establishment systems and procedures; clarifying establishment requirements by monitoring the workplace and ongoing consultation with colleagues and guests; identifying problem areas and taking prompt action; developing or revising systems and procedures in consultation with colleagues; considering immediate operational needs and establishment goals and human and financial resource issues, when developing or revising systems and procedures.

Other stakeholders may include but are not limited to suppliers and service providers.

Performance Criteria

- 1.1 The need for systems and procedures that ensure the efficient, safe and effective operation of the establishment is identified in line with establishment procedures.
- 1.2 Information on the systems and procedures required by the establishment is gathered through monitoring the workplace, observing industry trends, noting legislative requirements and

consulting with colleagues and customers on an ongoing basis in line with establishment procedures.

- 1.3 Problems with existing operational systems and procedures are identified and responded to in line with establishment procedures.
- 1.4 Immediate operational needs, establishment goals and human and financial resource issues are considered when planning and developing new or existing systems and procedures.
- 1.5 New or revised systems and procedures are introduced in a manner that causes minimum disruption to customers, colleagues and other stakeholders.

Element 2: Monitor and improve work operations

Range

Day-to-day work operations may relate to customer service; bar and restaurant operations; kitchens; office administration; reservation procedures; housekeeping systems; stock control; security; safe work practices; record keeping; financial procedures.

Quality assurance initiatives may be formal or informal.

Performance Criteria

- 2.1 Measures are implemented to ensure that day-to-day work operations support overall establishment goals and quality assurance initiatives.
- 2.2 Training and support on new or revised systems and operations are provided to colleagues in line with establishment procedures.
- 2.3 The efficiency and effectiveness of new or revised systems and procedures are monitored in line with establishment procedures.
- 2.4 Suggestions for improvements to systems and procedures are sought from colleagues, customers and other stakeholders in line with establishment procedures.
- 2.5 Adjustments are made to systems and procedures where necessary in line with establishment requirements.
- 2.6 Quality problems and issues are identified promptly and appropriate adjustments are made in line with establishment procedures.

Element 3: Plan and organise workflow

Performance Criteria

- 3.1 Current workload of colleagues is assessed accurately in line with position description and establishment procedures.
- 3.2 Work is scheduled in a manner that enhances efficiency and customer service quality.
- 3.3 Work is delegated to appropriate people in accordance with principles of delegation.
- 3.4 Workflow and progress are assessed against agreed objectives and timelines.
- 3.5 Colleagues are assisted in time management and prioritisation of workload, through supportive feedback and coaching.
- 3.6 Timely input is provided to appropriate management regarding staffing and resource needs in line with establishment procedures.

Element 4: Maintain workplace records

Range

Workplace records may include but are not limited to inventories, maintenance and breakages; customer and guest feedback, injury and accident reports of the workplace.

Performance Criteria

- 4.1 Workplace records are completed accurately and submitted within required timeframes in line with establishment procedures.
- 4.2 Completion of records is delegated to staff as appropriate in line with establishment procedures.
- 4.3 Workplace records completed under delegation are monitored for accuracy and timelines of submission in line with establishment procedures.

Element 5: Solve problems and make decisions related to hospitality operations

Range

Problems may include but are not limited to difficult customer service situations; equipment breakdown; technical failure; failure to deliver promised service to customers; procedural inadequacies or failures; unrealistic or impractical product development or marketing resulting in operational difficulties; inadequate staffing; procedural problems; poor rostering; inadequate financial resources; delays and time difficulties.

Performance Criteria

- 5.1 Workplace problems are identified promptly and analysed from an operational and customer service perspective.
- 5.2 Short-term action is initiated to resolve the immediate problem where appropriate in line with establishment procedures.
- 5.3 Communication channels of the establishment are followed to report problems.
- 5.4 Problems are analysed for any long-term impact, and potential solutions are assessed and actioned in consultation with relevant colleagues.
- 5.5 Team members are encouraged to identify problems and participate in identifying appropriate solutions.
- 5.6 Follow-up action is taken to monitor the effectiveness of problem solving and decision making in the workplace.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 405 Maintain financial records and systems

Title		Maintain financial records and systems in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 405	Credits	8

Purpose

This unit standard specifies the competency required to maintain accurate financial records in a hospitality establishment. It includes interpreting financial information, monitoring budgets, improving budget performance and preparing financial and statistical reports in a hospitality establishment. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information Prerequisite: Core 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. Budgets may include cash budgets; departmental budgets; personnel budgets; wages budgets; personnel budgets; project budgets; purchasing budgets; sales budgets; cashflow budgets; budgets for a small business.
4. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Interpret financial information

Range

Financial information must include source documents; journals; transaction reports; account summaries/balances; profit and loss statements; invoices; budget reports; expenditure reports (labour/non-labour).

Financial information may include balance sheets; trial balance; receivables reports; stocktaking sheets; purchase summary reports; stock reports; variance reports; wastage reports; sales reports; supporting reports (eg. covers, occupancy rates, staff costs, units sold); business activity statements; labour/wages reports; cashflow reports; bank statements; bank deposit documentation; merchant statements; transaction exemption reports; cheque books; credit card transaction statements; banking summaries; merchant summaries.

Performance Criteria

- 1.1 Financial information is accessed from source documents in line with legislative and establishment requirements.
- 1.2 Relevant business performance indicators and benchmarks are identified and used for decision-making purposes in line with legislative and establishment requirements.
- 1.3 Financial information and reports required to effectively monitor business performance are identified at a day-to-day operational management level.
- 1.4 Relevant financial information is accessed and reviewed at appropriate times in accordance with establishment policy and financial reporting periods.
- 1.5 Financial information is correctly interpreted.
- 1.6 Financial information is applied to management activities in line with legislative and establishment requirements.
- 1.7 Financial information is reviewed in terms of its impacts on day-to-day work operations and action taken accordingly.
- 1.8 Appropriate financial information is shared with colleagues in a timely manner in line with establishment procedures.

Element 2: Monitor financial activities against budget

Range

Variances include excess or shortage on budget.

Performance Criteria

- 2.1 Income and expenditure information is checked against budgets in line with establishment procedures.
- 2.2 Checks are performed to ensure that balances prepared by others are accurate, and variances against budgets are identified and reported in line with establishment policy.
- 2.3 Appropriate people are advised of budget status, including deviations from projected income and expenditure targets, in line with establishment procedures.
- 2.4 Systems are monitored and feedback on possible improvements are provided in line with establishment procedures.

Element 3: Identify and evaluate options for improved budget performance

Range

Research to investigate new approaches may include discussions with existing suppliers; sourcing of new suppliers; review of operating procedures; potential timetable changes.

Performance Criteria

- 3.1 Income and expenditure information is assessed and areas for improvement in budget performance are identified in line with legislative and establishment requirements.
- 3.2 Measures designed to improve budget performance are researched, identified and communicated to management and other appropriate staff in line with establishment procedures.
- 3.3 Outcomes are discussed with relevant colleagues in line with establishment procedures.
- 3.4 The impact of measures designed to improve budget performance on service levels are evaluated in line with establishment procedures.

- 3.5 Recommendations for improving budget performance are developed and presented to management and other appropriate people in line with establishment procedures.

Element 4: Complete financial or statistical reports

Range

Financial and statistical reports may relate to daily, weekly, monthly transactions and reports; break-up by department; occupancy; sales performance; commission earnings; sales returns; yield management; commercial account activity.

Performance Criteria

- 4.1 All required financial and statistical reports are completed accurately, within designated timelines and in line with establishment procedures.
- 4.2 Clear and concise financial and statistical reports are produced to enable informed decision-making in line with establishment procedures.
- 4.3 Reports are forwarded promptly to the appropriate person/department in line with establishment procedures

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 406 Promote and sell tourism products

Title		Promote and sell tourism products in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 406	Credits	8

Purpose

This unit standard specifies the competency required to promote and sell tourism products and maintain customer relations in a hospitality establishment. This includes planning, organising, undertaking and reviewing publicity and promotional activities; selling tourism products and services, building and maintaining relations with guests and agents. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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. 'EFTPOS' is Electronic Funds Transfer at Point Of Sale.
 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 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, 15 of 2004

- 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Promote tourism products

- 1.1 Promotional activities are planned and scheduled in line with the marketing plan, public relations plan and establishment procedures.
- 1.2 Relevant market information is identified, analysed and incorporated into short term planning in line with establishment procedures.
- 1.3 Invitations to participate in activities based on current marketing focus and other relevant information are assessed.
- 1.4 Detailed action plans for promotional activities are developed and implemented at the appropriate time to address all operational details in line with establishment procedures.
- 1.5 Relationships are established and conducted with industry and media colleagues in a manner that enhances the positive image of the establishment.
- 1.6 Networks are used to assist in the implementation of promotional activities in line with establishment procedures.
- 1.7 Public relations resources, including media releases and industry and media support materials are developed in line with establishment procedures.

Element 2: Sell tourism products and services

Range

Product knowledge may include warranties; features and benefits; use by dates; handling or storage requirements; stock availability; safety features; price.

Customers may include but are not limited to people with routine or special needs; regular or new customers; people from a range of social, cultural or ethnic backgrounds and physical and mental abilities.

Obtaining information about customer requirements may include identifying customer by name where possible; questioning techniques to determine customer buying motives; listening to customer; observing, interpreting and clarifying non-verbal communication cues, directing customer directed to specific tourism products.

Selling techniques include matching customer needs to appropriate products and services; clear communication of knowledge of product features and benefits to customers; describing product use and safety requirements to customers; referring customers to appropriate product specialist as required; answering routine customer questions about tourism products and services in an accurate and honest manner or referring to more experienced senior sales staff.

Sales call strategies and tactics may include or be based on focus on specific products or offers; individual customer history; current sales figures for nominated periods; response to competitive activity.

Selling may be conducted face to face; over the telephone; by fax; over the Internet.

Performance Criteria

- 2.1 General knowledge of tourism markets and products is maintained using relevant sources of information.
- 2.2 Customer preferences, needs and expectations are identified using effective interpersonal communication in line with establishment procedures.
- 2.3 Accurate information about products and services is provided to customers in line with establishment procedures.
- 2.4 A variety of selling techniques are appropriately employed to encourage usage and purchase of products and services in line with establishment procedures.
- 2.5 Sales calls are made according to agreed call patterns in line with establishment procedures.
- 2.6 Customers are provided with accurate and timely information on possible 'extras' and 'add-ons' in line with establishment procedures.
- 2.7 Products and services are proactively promoted at appropriate opportunities in accordance with current establishment goals and promotional focus.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 407 Coordinate control of stock

Title		Coordinate control of stock and supplies in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 407	Credits	5

Purpose

This unit standard specifies the competency required to coordinate the control of stock and supplies in a hospitality establishment. This includes maintaining stock levels and records, processing stock orders, taking action to minimise stock losses and organising and administering stocktakes. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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 and legislative requirements.
 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, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Maintain levels and records of stock and supplies

Range

Stock control systems may be manual or computerised.

Stock and supplies may include but are not limited to food; beverages; room amenities; equipment such as maintenance and cleaning equipment, office equipment; linen; stationery; brochures and promotional materials; cleaning supplies and chemicals; vouchers and tickets; souvenir products.

Storage conditions of stock and supplies include but are not limited to air tight, cool, dry, dark, suitable temperature, free of vermin and infestations.

Performance Criteria

- 1.1 Stock levels are monitored and maintained to establishment requirements.
- 1.2 Stock security is monitored and systems adjusted as required in line with establishment procedures.
- 1.3 Stock re-order cycles are monitored and adjusted as required in line with establishment procedures.
- 1.4 Colleagues are informed of their individual responsibilities in regard to the reordering of stock in line with establishment procedures.
- 1.5 Stock storage conditions are identified and implemented in line with characteristics of product, manufacturer's requirements and establishment procedures.
- 1.6 Records of stock storage and movement are maintained in line with establishment procedures.

- 1.7 Stock performance is monitored and reported and fast/slow-selling items are identified and reported in line with establishment procedures.

Element 2: Process orders for stock and supplies

Performance Criteria

- 2.1 Orders for stock and supplies are processed accurately in line with establishment procedures.
- 2.2 Stock levels are maintained and recorded ensuring information is complete, correct and current in line with establishment procedures.
- 2.3 Incoming stock is checked against purchase and supply agreements and all necessary details are recorded in line with establishment procedures.

Element 3: Minimise stock losses

Range

Reasons for loss of stock may include but are not limited to lack of rotation leading to product deterioration; inappropriate storage conditions; access by pests or vermin; theft; overstocking; incorrect concentration of chemicals; overloading; overheating.

Performance Criteria

- 3.1 Stock losses are identified and recorded in line with establishment procedures.
- 3.2. Losses or overs are investigated, reported and corrective action taken in line with establishment procedures.
- 3.3 Avoidable losses are identified and reasons behind these losses are established.
- 3.4 Solutions to loss situations are identified and procedures for preventing future avoidable losses are implemented in line with establishment procedures.

Element 4: Monitor orders of stock and supplies

Range

Monitoring includes but is not limited to tot measures, flow metres, weighing scales, dispensers and balancing scales.

Performance Criteria

- 4.1 Stock delivery process is monitored to ensure correct quality and quantity of stock delivered within agreed timeframes in line with establishment procedures.
- 4.2 Liaison is maintained with colleagues and suppliers to ensure continuity of supply of stock in line with establishment procedures.
- 4.3 Routine supply problems are followed up and/or problems are referred to the appropriate person in line with establishment policy.
- 4.4 Stock is distributed to agreed allocations in line with establishment procedures.

Element 5: Organise and administer stocktakes

Performance Criteria

- 5.1 Stocktakes are organised at appropriate intervals in line with establishment policy and procedures.
- 5.2 Stocktaking responsibilities to staff are allocated in line with establishment procedures.
- 5.3 Accurate stocktake reports are produced within designated timelines in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 408 Apply First Aid in a hospitality establishment

Title		Apply First Aid in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 408	Credits	3

Purpose

This unit standard specifies the competency required to apply first aid, in line with the guidelines specified by the Ministry of Health and Social Services. It includes assessing and securing an emergency situation, providing appropriate first aid treatment, recording and reporting on the casualty's condition and treatment and completing required documentation. This unit standard is intended for those who work in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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. Casualty's injuries and symptoms include but are not limited to abdominal injuries, allergic reactions, bleeding, burns, heart attacks, stroke, fainting, hyperthermia, hypothermia including heatstroke, sunburn, heat exhaustion and dehydration, crush injuries, chest injuries, dislocations, epilepsy, diabetes, asthma, eye injuries, fractures, head injuries, neck and spinal injuries, pelvic

injuries, insect stings and snake bites, poisoning and toxic substances, choking, poisoning, respiratory emergency, shock, nausea and vomiting, bleeding, smoke inhalation, wounds, pain, sprains, strains, substance abuse including drugs, unconsciousness, no breathing, no pulse.

4. Standard first aid procedures include checking the site for danger to self, casualty and others, minimising dangers and checking and maintaining the casualty's airway, breathing and circulation.
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Assess and secure an emergency situation

Range

Medical emergencies may include abdominal injuries, allergic reactions, bleeding, burns, heart attacks, stroke, fainting, hyperthermia, hypothermia including heatstroke, sunburn, heat exhaustion and dehydration, crush injuries, chest injuries, dislocations, epilepsy, diabetes, asthma, eye injuries, fractures, head injuries, neck and spinal injuries, pelvic injuries, insect stings and snake bites, poisoning and toxic substances, choking, poisoning, respiratory emergency, shock, nausea and vomiting, bleeding, smoke inhalation, wounds, pain, sprains, strains, substance abuse including drugs, unconsciousness, no breathing, no pulse.

Communication links to medical services may include but are not limited to telephone, mobile phone, satellite phone, high frequency (HF) or very high frequency (VHF) radio, two-way radio, flags, flares, hand signals, electronic equipment.

Physical hazards may include but are not limited to workplace hazards, environmental hazards, proximity of other people, wild animals, hazards associated with the casualty treatment processes.

Risks may include worksite equipment, machinery and substances, environmental risks, bodily fluids, risk of further injury to the casualty, risks associated with the proximity of other workers, guests and bystanders.

Contents of the medical first aid kit as prescribed by the Ministry of Health and Social Services as per Regulation 231 of the Occupational Health and Safety regulations, include: an approved wound cleaner, swabs for cleaning wounds, cotton wool for padding, sterile gauze, metal tweezers, scissors, safety pins, triangular bandages (disposable and cotton), roller bandages, elastic adhesive, non-allergic adhesive strip, adhesive dressings strips, first aid dressings, pad with shield or tape for eye, disposable latex gloves, Cardiopulmonary Resuscitation (CPR) mouthpiece, sterile burn shield, straight splints, eye bath, paper and pen, accident report register.

First aid items for specific use for the outdoors include: diarrhoea tablets, throat lozenges, rehydration sachets, space / rescue blanket, aspivenin (for snakebite).

Performance Criteria

- 1.1 Emergency situations are quickly and correctly recognised.
- 1.2 Physical hazards and immediate risk to self and health and safety of the casualty are minimised by controlling the hazard in line with standard first aid procedures.
- 1.3 The nature of the medical emergency is assessed and a decision promptly made regarding action required, including contacting emergency services if needed.
- 1.4 The estimated time for the emergency services to arrive is established and conveyed to casualty and his/her entourage.
- 1.5 Communication links to emergency services are established to ensure prompt control action is undertaken.
- 1.6 Casualty's vital signs and physical condition are identified in accordance with standard first aid procedures.
- 1.7 The contents of the medical first aid kit, including for specific use outdoors, are identified in relation to the emergency situation.

Element 2: Provide appropriate first aid treatment

Range

Assistance from others may include but is not limited to emergency services, colleagues, guests, bystanders.

Performance Criteria

- 2.1 Casualty is reassured in a caring and calm manner and made comfortable using available resources.
- 2.2 Assistance from others is organised where appropriate.
- 2.3 Hygiene is maintained in using supplies from the first aid kit and in all contact with sick or injured persons.
- 2.4 First aid is provided in accordance with established first aid procedures.
- 2.5 Shelter from elements is established in accordance with environmental conditions, if required.
- 2.6 Casualty's condition is monitored and responded to in accordance with established first aid procedures.
- 2.7 Decision is made about whether to transport the casualty to medical assistance or wait, depending on professional medical advice, severity of injury, casualty's condition, environmental conditions, time required for medical assistance to arrive and movement that might hinder rescue procedures.

Element 3: Record and report on casualty's condition and treatment and hand over to emergency services

Performance Criteria

- 3.1 Details of casualty's physical condition, changes in conditions, first aid treatment and response to treatment are accurately recorded in line with standard first aid and organisational procedures.
- 3.2 Details of casualty's physical condition, change in conditions, first aid treatment and response to treatment are accurately conveyed to emergency services or relieving personnel.
- 3.3 Casualty management is finalised according to casualty's needs and first aid principles.
- 3.4 Assistance in the evacuation of the casualty by emergency services is provided as required.

Element 4: Complete required documentation

Performance Criteria

- 4.1 Details of the emergency situation are documented according to company procedures.
- 4.2 Reports provided are clear, accurate and timely, presenting all relevant facts according to established company procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 409 Conduct basic communication

Title		Conduct basic workplace oral communication in an Asian or European language other than English in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 409	Credits	3

Purpose

This unit standard specifies the competency required to understand and use an Asian or European language other than English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. It covers activities such as welcoming and fare-welling guests, providing routine face to face routine customer service and performing routine workplace activities. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information
Prerequisite:
 - *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. The languages relevant to this unit of competency are Asian languages (Chinese and Japanese) and European languages (German, French, Italian, Portuguese, Spanish) other than English that are commonly used by visitors to Swaziland.
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, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Use basic Asian or European language skills to communicate with guests

Range

Commonly used courtesy expressions (formulaic language) may include but are not limited to:

Good Day; How are you?; Goodbye; Can I help you?; This way please; Have you had lunch?; Did you have a good trip?; Can I clean your room now?; Do you need another towel?; Sorry, I don't understand. Do you speak English; Do you have a reservation?

Performance Criteria

- 1.1 The specific language needed in order to conduct basic communications with guests is identified using appropriate interpersonal communication and establishment procedures.

- 1.2 Social and cultural conventions of the specific language speaker are recognised and observed to support effective communication.
- 1.3 Introductions to guests and colleagues are made in line with establishment procedures.
- 1.4 Basic clarifications are sought from guest about guest identity and spelling of guest's name in line with establishment procedures.
- 1.5 Appropriate, very simple, commonly-used courtesy expressions are used to communicate with guests, in line with establishment procedures.
- 1.6 Efforts are made to communicate through use of gestures or basic vocabulary in the other person's language where language barriers exist.
- 1.7 Assistance from appropriate resources and/or others with suitable language skills is sought to improve communication with guests in line with establishment procedures.

Element 2: Use basic Asian or European language skills to respond to guest requests and perform simple transactions

Range

Simple transactions may include purchase of souvenir products; payment of a restaurant bill; payment for a tourism service (e.g. day tour, accommodation, ticket); references to timetable signage and basic rules e.g. No smoking; selection of food and beverage from a menu; advising check in and check out procedures and times; advising opening and closing times.

Facilities and locations may include in-house facilities; local attractions; places of interest; shopping centres; tour desk; pick up and drop off point for tours; transport terminals, taxi and other transport services.

Simple information related to the workplace may include location of specific place or facilities direction; opening hours; procedures (e.g. check-in, tour pick-up); currency (money); prices; room and floor numbers; safety rules.

Visual techniques may include marking of a map; drawing attention to pamphlets and timetables; locating specific costs and items on menus; signs, gesturing and appropriate body language.

Basic resources to assist communication may include language mats; phrase books; dictionary; pamphlets written in the specific language; menus written in the specific language; signs written in the specific language; international signage e.g. *No Smoking*.

Performance Criteria

- 2.1 Key words and short phrases in the relevant language as well as gestures and other forms of non-verbal communication are used to respond to guest requests, perform simple transactions and provide information on products and services in line with establishment procedures.
- 2.2 Visual aids and resources are used to enhance oral communication with guests in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 410 Facilitate effective workplace relationships in a hospitality establishment

Title		Facilitate effective workplace relationships in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 410	Credits	8

Purpose

This unit standard specifies the competency required to facilitate effective workplace relationships in a hospitality establishment. It includes communicating establishment and legislative requirements to staff, assisting in resolving workplace conflict, managing and monitoring workplace relationships and updating establishment and legislative requirements in relation to workplace relationships. This unit standard is intended for those who work in supervisory roles in the hospitality and tourism industry.

Special Notes

1. Entry information
Prerequisite:
 - Core 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. 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 and legislative requirements.
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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Communicate establishment and legislative workplace requirements to staff

Performance Criteria

- 1.1 Information on the establishment's workplace expectations and Eswatini workplace relations legislation is accessed from appropriate sources in line with establishment procedures.
- 1.2 Communication modes which suit the context and staff at all levels are used to provide information on the establishment's workplace expectations and relevant Eswatini workplace relations legislation.
- 1.3 Communication modes are selected that take into account social and cultural diversity in the workplace and which comply with relevant legislative and establishment requirements.
- 1.4 Actions are taken to ensure that communication on workplace expectations and Eswatini workplace relations legislation is understood by work group members in line with establishment and legislative requirements.

Element 2: Implement establishment and legislative workplace requirements

Performance Criteria

- 2.1 Information on legislative and establishment workplace requirements is provided to work group members via a suitable communication medium.
- 2.2 Appropriate measures are taken to ensure that legislative and establishment workplace requirements are implemented in a timely and consistent manner.

Element 3: Assist in resolving workplace conflict

Performance Criteria

- 3.1 Sources of conflict within or associated with the activities of the work group are identified in accordance with establishment requirements.
- 3.2 Appropriate and timely action is taken to resolve conflicts when identified in line with legislative and establishment requirements.
- 3.3 Conflict is managed constructively in line with legislative and establishment requirements.
- 3.4 Difficult situations are negotiated to achieve results that are acceptable to the parties involved and that meet legislative and establishment requirements.

Element 4: Manage and monitor workplace relationships

Range

Building a positive industrial relations climate includes but is not limited to providing employees with accurate and impartial information on industrial matters likely to affect them; promptly identifying workplace changes or issues which may cause industrial unrest and taking appropriate action; promptly identifying potential causes of industrial unrest in external environments and taking appropriate action; implementing mechanisms for consulting with staff and facilitating two-way communication; ensuring induction and training initiatives are used effectively to develop a competent workforce; establishing consultative structures for the identification and resolution of grievances.

Relevant parties to be included in consultation processes must include but are not limited to staff; unions; employer groups; boards of management; government.

Appropriate action in relation to potential industrial disputes may include initiation of consultation processes; further research on issues presented; making reports and recommendations to colleagues; accessing specialist assistance.

Conditions of employment may relate to but are not limited to salary or wages; penalty rates; holidays and leave entitlements; superannuation; hours of work; grievance procedures.

Formal industrial relations procedures may include but are not limited to grievance procedures; dispute resolutions procedures; mediation; conciliation; arbitration.

Implementation of formal industrial procedures includes but is not limited to relevant parties; agreed procedures to resolve employee relations; monitoring of agreed processes and making appropriate

adjustments in consultation with relevant parties; identifying the need for and accessing specialist assistance in industrial relations matters as required.

Performance Criteria

- 4.1 Feedback from individuals or work groups is used to identify and implement improvements in workplace consultative arrangements in line with legislative and establishment requirements.
- 4.2 Workplace relations are proactively managed to ensure the maintenance of a cooperative and productive work environment.
- 4.3 A positive industrial relations climate is fostered in line with the establishment's workplace expectations and Eswatini workplace relations legislation.
- 4.4 Relevant parties are included in workplace consultative arrangements in line with the establishment's workplace expectations and Eswatini workplace relations legislation.
- 4.5 Conditions of employment are implemented that comply with relevant legislation and industrial awards or agreements.
- 4.6 Appropriate action is taken in relation to potential industrial disputes in line with Eswatini workplace relations legislation.
- 4.7 Formal industrial procedures are implemented, as required, in line with the establishment's workplace expectations and Eswatini workplace relations legislation.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB401 Supervise food and beverage service as part of hospitality operations

Title		Supervise food and beverage service as part of hospitality operations			
Domain		Food and Beverage service			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFB401	Credits	8

Purpose

This unit standard specifies the competency required to supervise the service of food and beverages to guests in a hospitality establishment. It includes overseeing the preparation of the dining or restaurant area for service, setting tables for service, welcoming and seating of guests, and coordinating the taking and processing of food and beverage orders and closing down the restaurant or dining area. This unit standard is intended for those who work as supervisors in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 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. 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. 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 (crookery, service equipment, glassware, cutlery, accompaniments).

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 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Tobacco Act (Draft 2008)
 - 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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Coordinate the preparation of dining area for service

Range

Dining area may include but is not limited to restaurant, bar and banqueting area for service, and includes furniture, tables, tableware, serviceware; all set up according to legislative and establishment requirements, bookings, guest requests and guest or staff convenience and safety.

Preparation of dining area includes but is not limited to checking tables and table settings for stability and guest and service staff access; checking and preparing equipment for service; verifying menu variations (limitations and out of stock items) and checking daily specials with kitchen staff.

Table dressing includes but is not limited to linen presentation including table cloths, overlays and napkins, paper overlays, placemats, glassware, service ware, flatware, floral arrangements and other decorations.

Cleanliness and ambience of dining area may include but is not limited to lighting, room temperature, music, floral and other decorations, privacy, background noise.

Preparation and setting of tables may include but is not limited to service styles (table d'hôte, a la carte, buffet, function, breakfast, tea and coffee service; tray service or plate service using two plates on one arm carrying method); guest requests; number of covers; service plate; sideboard, cutlery, glassware, condiments, table accessories (vase, table number, tent cards, ashtrays); table linen (tablecloth, placemat and serviettes); ensuring guest safety and comfort, minimal invasion of personal space of guest and meeting guest needs.

Performance Criteria

- 1.1 Dining or restaurant area and guest facilities are checked for cleanliness, ambience and comfort prior to service and corrective actions are taken where required in line with establishment procedures.
- 1.2 Preparation and dressing of tables by service staff is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.
- 1.3 Selection, use and storage of equipment for service are monitored in line with establishment procedures and appropriate corrective action is taken, as required.

Element 2: Coordinate food and beverage service and monitor guest satisfaction

Range:

Staff handling of food and drinks orders includes but is not limited to presenting menus and drinks; orders taken with minimal disruption to guests; information about food and beverage items provided as required (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); making recommendations and suggestions to assist guests with drink and meal selections; auctioning guest requests promptly (such as for placement of jackets or hats, special requests, time constraints).

Food and beverage service includes but is not limited to pre-meal services; prompt service; offering of food and drinks throughout service; friendliness; liaison with kitchen staff; serving food and drinks;

maintenance of sufficient stocks of clean service items; condiments and accompaniments during meal; clearing of food and drinks from table; minimal disruption of guests.

Equipment for service includes but is not limited to glassware, crockery, cutlery, linen, condiments, tea and coffee making facilities, chairs, tables, menus and wine lists, display materials, manual and electronic cash registers, computerised ordering systems, EFTPOS equipment.

Performance Criteria

- 2.1 Staff taking and handling of food and drinks orders is monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 2.2 Flow of service of food and beverage is coordinated and monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 2.3 Guest satisfaction is monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.

Element 3:Co-ordinate closing down of dining area

Range:

Closing down of restaurant area includes but is not limited to removing food plates and cutlery associated with the finished meal, removing glassware from table using a tray; changing ashtrays promptly and correctly; clearing guest tables and dining areas of soiled and unnecessary service items; wiping up liquid spills and removing leftover food and waste in a safe and hygienic manner; keeping guest tables, dining areas and service areas hygienically clean, tidy and free from waste and food debris; clearing, cleaning and dismantling the dining area after guest departure.

Setting up for next service includes but is 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

- 3.1 Closing down of restaurant, banqueting area or bar and setting up for next service is coordinated and monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.

- 3.2 Presentation of accounts to guests and organizing processing of bills are coordinated and monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 3.3 Bidding farewell of guests from the restaurant or dining area is coordinated and monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 3.4 Services are reviewed and evaluated with colleagues, where appropriate and possible improvements identified.
- 3.5 Handover is provided to incoming restaurant colleagues and any relevant information shared in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB402 Apply knowledge of different cooking methods

Title		Apply knowledge of different cooking methods			
Domain		FOOD AND BEVERAGE SERVICE			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFB402	Credits	8

Purpose

This unit standard specifies the competency required to apply knowledge of different cooking methods. It includes applying knowledge of reheating, boiling, poaching, steaming, baking, grilling, braising and stewing, roasting, and deep and shallow frying as food cooking methods. This unit standard is intended for those who work as supervisors in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information
Prerequisite:
 - *Core 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. Glossary of terms
 - *'Mise en place'* means the setting out of ingredients and utensils required for the preparation of food items.
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Apply knowledge of reheating as a food cooking method

Range

Food items for reheating include but are not limited to meat, vegetables, rice, pasta, pulses.

Performance Criteria

- 1.1 Equipment needed for cooking food items by reheating is identified in line with dish requirements.
- 1.2 Cooking times and temperatures for reheating of food items are identified in line with dish requirements.
- 1.3 Cooking faults and remedies commonly associated with reheating of food are identified and described in line with establishment procedures.
- 1.4 Effects of reheating on food portion and yield are identified and described in line with establishment procedures.
- 1.5 Hazards associated with reheating of food are identified and described in line with food safety and establishment procedures.
- 1.6 Food safety and food hygiene issues associated with reheating of food are identified in line with establishment procedures.
- 1.7 Advice and training is provided to staff on the use of reheating as a food cooking method in line with scope of responsibilities and establishment procedures.

Element 2: Apply knowledge of boiling as a food cooking method

Range

Food items for boiling include but are not limited to root vegetables, green vegetables, meat, eggs, rice, pasta, pulses.

Performance Criteria

- 2.1 Food items and other ingredients are identified in line with recipe, guest and establishment procedures.
- 2.2 Equipment needed for cooking food items by boiling is identified in line with recipe and establishment procedures.

- 2.3 *Mise en place* for food is identified for boiling in line with recipe requirements and establishment procedures.
- 2.4 Cooking times and temperatures for boiling of food items are identified in line with recipe and establishment procedures.
- 2.5 Cooking faults and remedies commonly associated with boiling of food are identified and described in line with establishment procedures.
- 2.6 Hazards associated with boiling of food are identified and described in line with safety and establishment requirements.
- 2.7 Food safety and food hygiene issues associated with boiling of food are identified in line with establishment procedures.
- 2.8 Boiled food items are identified according to recipe and establishment procedures.
- 2.9 Advice and training is provided to staff on the use of boiling as a food cooking method in line with scope of responsibilities and establishment procedures.

Element 3: Apply knowledge of poaching as a food cooking method

Range

Food items for poaching include but are not limited to fish, eggs, fruit.

Performance Criteria

- 3.1 Food items and other ingredients are identified in line with recipe, guest and establishment procedures.
- 3.2 Equipment needed for cooking food items by poaching is identified in line with recipe and establishment procedures.
- 3.3 *Mise en place* for food is identified for poaching in line with recipe requirements and establishment procedures.
- 3.4 Cooking times and temperatures for poaching of food items are identified in line with recipe and establishment procedures.
- 3.5 Cooking faults and remedies commonly associated with poaching of food are identified and described in line with establishment procedures.

- 3.6 Hazards associated with poaching of food are identified in line with safety and establishment requirements.
- 3.7 Food safety and food hygiene issues associated with poaching of food are identified in line with establishment procedures.
- 3.8 Poached food items are identified according to recipe and establishment procedures.
- 3.9 Advice and training is provided to staff on the use of poaching as a food cooking method in line with scope of responsibilities and establishment procedures.

Element 4: Apply knowledge of steaming as a food cooking method

Range

Food items for steaming include but are not limited to vegetables, fish, seafood, puddings, rice.

Performance Criteria

- 4.1 Food items and other ingredients are identified in line with recipe, guest and establishment procedures.
- 4.2 Equipment needed for cooking food items by steaming is identified in line with recipe and establishment procedures.
- 4.3 *Mise en place* for steaming of food is identified in line with recipe requirements and establishment procedures.
- 4.4 Cooking times and temperatures for steaming of food items are identified in line with recipe and establishment procedures.
- 4.5 Cooking faults and remedies commonly associated with steaming of food are identified and described in line with establishment procedures.
- 4.6 Hazards associated with steaming of food are identified in line with safety and establishment requirements.
- 4.7 Food safety and food hygiene issues associated with steaming of food are identified and described in line with establishment procedures.
- 4.8 Steamed food items are identified according to recipe and establishment procedures.
- 4.9 Advice and training is provided to staff on the use of steaming as a food cooking method in line with scope of responsibilities and establishment procedures.

Element 5: Apply knowledge of baking as a food cooking method

Range

Food items suitable for baking include but are not limited to cakes, bread, fish, desserts.

Performance Criteria

- 5.1 Food items and other ingredients for baking of food are identified in line with recipe, guest and establishment procedures.
- 5.2 Equipment needed for baking food items by boiling is identified in line with recipe and establishment procedures.
- 5.3 *Mise en place* for baking of food is identified in line with recipe requirements and establishment procedures.
- 5.4 Cooking times and temperatures for baking of food items are identified in line with recipe and establishment procedures.
- 5.5 Cooking faults and remedies commonly associated with baking of food are identified and described in line with establishment procedures.
- 5.6 Hazards associated with baking of food are identified in line with safety and establishment requirements.
- 5.7 Food safety and food hygiene issues associated with baking of food are identified in line with establishment procedures.
- 5.8 Baked food items are identified according to recipe and establishment procedures.
- 5.9 Advice and training is provided to staff on the use of baking as a food cooking method in line with scope of responsibilities and establishment procedures.

Element 6: Apply knowledge of grilling as a food cooking method

Range

Food items for grilling include but are not limited to meat, poultry, vegetables, fruit, eggs, fish, seafood, bread.

Performance Criteria

- 6.1 Food items and other ingredients are identified in line with recipe, guest and establishment procedures.
- 6.2 Equipment needed for cooking food items by grilling is identified in line with recipe and establishment procedures.
- 6.3 *Mise en place* for grilling of food is identified in line with recipe requirements and establishment procedures.
- 6.4 Cooking times and temperatures for grilling of food items are identified in line with recipe and establishment procedures.
- 6.5 Cooking faults and remedies commonly associated with grilling of food are identified and described in line with establishment procedures.
- 6.6 Hazards associated with grilling of food are identified and minimized in line with safety and establishment requirements.
- 6.7 Food safety and food hygiene issues associated with grilling of food are identified in line with establishment procedures.
- 6.8 Grilled food items are identified according to recipe and establishment procedures.
- 6.9 Advice and training is provided to staff on the use of grilling as a food cooking method in line with scope of responsibilities and establishment procedures.

Element 7: Apply knowledge of braising and stewing as food cooking methods

Range

Food items for braising and stewing include but are not limited to meat, vegetables.

Performance Criteria

- 7.1 Food items and other ingredients are selected in line with recipe, guest and establishment procedures.
- 7.2 Equipment needed for cooking food items by braising and stewing is identified in line with recipe and establishment procedures.
- 7.3 *Mise en place* for braising and stewing of food is identified in line with recipe requirements and establishment procedures.

- 7.4 Cooking times and temperatures for braising and stewing of food items are identified in line with recipe and establishment procedures.
- 7.5 Cooking faults and remedies commonly associated with braising and stewing of food are identified and described in line with establishment procedures.
- 7.6 Hazards associated with braising and stewing of food are identified and described in line with safety and establishment requirements.
- 7.7 Food safety and food hygiene issues associated with braising and stewing of food are identified in line with establishment procedures.
- 7.8 Braised and stewed food items identified according to recipe and establishment procedures.
- 7.9 Advice and training is provided to staff on the use of braising and stewing as a food cooking method in line with scope of responsibilities and establishment procedures.

Element 8: Apply knowledge of roasting as a food cooking method

Range

Food items for cooking by roasting include but are not limited to meat, poultry, fish, and vegetables.

Performance Criteria

- 8.1 Food items and other ingredients are identified in line with recipe, guest and establishment procedures.
- 8.2 Equipment needed for cooking food items by roasting is identified in line with recipe and establishment procedures.
- 8.3 *Mise en place* for roasting of food is identified in line with recipe requirements and establishment procedures.
- 8.4 Cooking times and temperatures for roasting of food items are identified in line with recipe and establishment procedures.
- 8.5 Cooking faults and remedies commonly associated with roasting of food are identified and described in line with establishment procedures.
- 8.6 Hazards associated with roasting of food are identified in line with safety and establishment requirements.

- 8.7 Food safety and food hygiene issues associated with roasting of food are identified in line with establishment procedures.
- 8.8 Roasted food items are identified according to recipe and establishment procedures.
- 8.9 Advice and training is provided to staff on the use of roasting as a food cooking method in line with scope of responsibilities and establishment procedures.

Element 9: Apply knowledge of deep and shallow frying as food cooking methods, including using low fat absorption techniques

Range

Food items for deep and shallow frying include but are not limited to meat, vegetables, fish.

Requirements of ingredients include but are not limited to appearance, smell, expiry date and appearance.

Equipment for deep fat frying includes digital thermometer, manual catering thermometer.

Quality requirements of fried dishes include but are not limited to flavour, aroma, degree of cooking, appearance, temperature.

Cleaning of deep fat fryer includes fryer interior, fryer exterior, range hood.

Performance Criteria

- 9.1 Food items and other ingredients are identified in line with recipe and establishment procedures.
- 9.2 Equipment needed for cooking food items by deep and shallow frying are identified in line with recipe and establishment requirements.
- 9.3 Cooking times and temperatures for deep and shallow frying of food items are identified in line with dish requirements.
- 9.4 Required oil temperature, calibration date and data for low fat absorption is identified and described.
- 9.5 Mise en place for deep and shallow frying of food is prepared in line with recipe and establishment requirements.
- 9.6 Cooking faults and remedies commonly associated with deep and shallow frying of food are identified and described in line with establishment procedures.

- 9.7 Deep frying techniques using low fat absorption techniques are identified and described, including the temperature of initial frying medium, weight and volume of product complying with recipe and establishment requirements.
- 9.8 Hazards associated with deep and shallow frying of food are identified in line with safety and establishment requirements.
- 9.9 Food safety and food hygiene issues associated with deep and shallow frying of food are identified in line with establishment requirements.
- 9.10 Deep fried and shallow fried food items are identified according to recipe requirements and establishment procedures.
- 9.11 Advice and training is provided to staff on the use of deep and shallow frying as a food cooking method in line with scope of responsibilities and establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB403 Provide specialised food service in a hospitality establishment

Title		Provide specialised food service in a hospitality establishment			
Domain		FOOD AND BEVERAGE SERVICE			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFB403	Credits	10

Purpose

This unit standard specifies the competency required to plan, prepare and present specialised food items in a hospitality establishment. 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:
 - *Core 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
2. Specialised food items may be used as part of classical, contemporary, specialised or ethnic cuisines.
3. Specialised food items may include meats, poultry and game other than lamb, beef, pork and chicken; offal and specialist meat products; unusual fish, shellfish and other foods from sea or fresh water; aromatics, flavourings, spices and herbs; seeds and nuts; fungi; preserves, condiments and accompaniments; commodities from ethnic cuisines and cultural traditions such as Mexican, Asian, Middle East; fruits, vegetables, flowers and salad items; aquatic plants such as seaweeds; specialist cheeses and dairy products; bush foods and indigenous Swaziland ingredients; specialist cakes, pastries, breads, desserts, preserves and sweets.
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 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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Select specialised food items

Performance Criteria

- 1.1 Suitable suppliers of specialised food items are sourced as required in line with establishment procedures.
- 1.2 Suppliers are selected according to quality, price and establishment requirements.
- 1.3 Wastage is minimised through appropriate purchase and storage, taking into account any special requirements, in line with establishment procedures.

Element 2: Plan menus and/or promotional strategies for specialised food service

Range

Promotional strategies may include menus, "specials" lists, blackboards, fliers and pamphlets, media releases.

Performance Criteria

- 2.1 Specialised menus or menu items are planned to meet establishment and guest requirements and achieve an appropriate balance or integration with other items.
- 2.2 Menus or promotional material is developed to incorporate or focus on specialised food items in line with establishment procedures.
- 2.3 Menu items are priced in line with establishment procedures.
- 2.4 Seasonal availability is taken into account when developing menus and promotional strategies in line with establishment procedures.
- 2.5 New menu items or dishes are created using specialised foods and taking into consideration the features of different food items, eating characteristics and taste.

Element 3: Prepare and present dishes using specialised food items

Range

Specialised preparation and cooking of menu items may include marinating, coating; tenderizing; hanging of meat, poultry and game; preserving e.g. drying, salting, pickling, smoking (hot and cold); techniques such as cooking on salt, using special ovens and cooking utensils; earth oven cooking.

Performance Criteria

- 3.1 Menu items are prepared according to suitable recipes and using appropriate techniques ensuring appropriate flavour combinations, eating characteristics and taste.
- 3.2 Menu items are cooked in a variety of styles appropriate to the food item and as required by the menu, establishment, customer preferences and relevant cultural norms.
- 3.3 Food items are presented to maximise appeal taking into account the particular characteristics of the dish, guest preferences and establishment requirements.
- 3.4 Foods are preserved where appropriate, using suitable techniques, in line with food safety and establishment procedures.

Element 4: Implement hygienic and safe practices

Range

Preventative measures may include but are not limited to identifying and discarding poisonous or non-edible parts of food items; safe handling of food items with potential for injury, such as spines and thorns; using particular cooking techniques to maximise quality and appeal; safe and hygienic operation of food preparation equipment.

Performance Criteria

- 4.1 Potential hygiene and safety problems are identified and appropriate preventative measures taken to eliminate food safety risks in the preparation of specialised food items.
- 4.2 Specialised food items are stored hygienically and correctly in line with food safety and establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB404 Serve and provide specialist advice on wine

Title		Serve and provide specialist advice on wine			
Domain		FOOD AND BEVERAGE SERVICE			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFB404	Credits	10

Purpose

This unit standard specifies the competency required to provide specialist advice and where required, service of wine. It focuses on knowledge of South African and other imported wines, making recommendations for wine and food combinations, identifying wine characteristics, assisting in the development of wine lists, and developing and updating wine knowledge. It may apply to specialist wine attendants, food and beverage supervisors in restaurants or hospitality establishments and to other personnel involved in wineries, retail wine outlets or wine wholesalers. 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:

- *Core 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment* 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 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Tobacco Act (Draft 2008)
 - 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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Advise customers on South African and other imported wines

Range

Assistance on wine selections must include knowledge about wines commonly available in; South African wines must include those from major South African winelands, including grape varieties used for making wine; general knowledge must include popular wines from Europe; general knowledge of New World wines (Australia, New Zealand, California, Argentina, Chile); sparkling wine and champagne; port and sherry; cognac and brandy.

The provision of advice on wine may include serving wine, contributing to the development of wine lists, selling or promoting wine or conducting a tour of a winery.

Performance Criteria

- 1.1 Assistance is offered to customers making wine selections and accurate information is provided about different wine options in line with establishment procedures.

- 1.2 Wine types, styles, regions, viticulture and production methods are discussed with guests or customers, taking account of the customer's level of wine knowledge in line with establishment procedures.
- 1.3 Guests and customers are assisted in wine selection according to taste and price preferences in line with establishment procedures.

Element 2: Advise customers on wine and food choices

Performance Criteria

- 2.1 Specific advice is offered on the compatibility of different wines with menu or food items in line with establishment procedures.
- 2.2 Appropriate wines are offered for special occasions and particular seasons in line with establishment procedures.
- 2.3 Wines that will enhance the combination of food and wine are promoted in line with establishment procedures.

Element 3: Evaluate and serve wine

Range

Evaluating wine quality involves basic sensory evaluation and may include but is not limited to sight to check wine for clarity, brightness/intensity and shade of colour; smell, or nose (being the overall smell sensations of a wine), aroma and bouquet; taste components: bitter, acid and salt, and sweet.

Performance Criteria

- 3.1 Wines are evaluated using accepted sensory evaluation techniques in line with establishment procedures.
- 3.2 Information from wine evaluations is used to assist customers with wine selections in line with establishment procedures.
- 3.3 Wine quality is monitored, and poor quality wine is recognised during service, and appropriate action is taken in line with establishment procedures.
- 3.4 Wine is served to guests in line with establishment procedures.
- 3.5 Customer complaints are responded to by evaluating wine, determining faults and taking remedial action according to establishment procedures.

Element 4: Develop and update wine knowledge

Range

Informal and formal research may include but is not limited to talking to product suppliers, wine makers and vineyard managers; association or memberships with industry bodies; reading general and trade media, supplier information; attending trade shows; attending wine tastings; reading wine reference books; Internet.

Performance Criteria

- 4.1 Research is conducted, informally and formally, to access current, accurate and relevant information on wines and wine service in line with establishment procedures.
- 4.2 Trends in customer tastes are identified, based on direct contact and workplace experience, and this information is used to update wine knowledge in line with establishment procedures.
- 4.3 General trends in the wine market are identified and applied in the workplace as appropriate.
- 4.4 Up-to-date wine knowledge is used to provide input into the design, content and pricing of the establishment's wine list.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB405 Provide advanced service of beverages

Title		Provide advanced service of beverages			
Domain		FOOD AND BEVERAGE SERVICE			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFB405	Credits	15

Purpose

This unit standard specifies the competency required to supervise the responsible service of alcohol, prepare and serve beverages, provide table and bar service of beverages, operate a bar, and clean and tidy bar areas. This unit standard is intended for those who supervise waitron and bar staff during food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment* 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. Glassware for drinks service must at all times be clean and not chipped.
5. 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.
6. Glossary of terms:
- *"Intoxicated person"* is a person to whom service of alcoholic beverages may be refused due to excess consumption of alcohol.
7. Standard drinks should be measured using appropriate nip measures or electronic dispensing/measuring devices.

8. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
9. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
10. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
11. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Tobacco Act (Draft 2008)
 - 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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Supervise the preparation and service of non-alcoholic beverages

Range

Non-alcoholic beverages may include but are not limited to fruit juice (pure or concentrates), fizzy drinks, water, cordials.

Equipment and machinery used for the preparation and service of non-alcoholic drinks may include but are not limited to squeezer, blender, ice crusher, juice dispensing unit, coolers, glassware, jugs, ice bucket, table ware, swizzle sticks, spoons, serviettes and decorations.

Performance Criteria

- 1.1 Knowledge of common non-alcoholic beverages is applied when supervising beverage service operations.

- 1.2 Staff preparation and service of non-alcoholic drinks is monitored in line with establishment procedures.
- 1.3 Equipment and machinery used for the preparation and service of non-alcoholic drinks are checked for effective operation and compliance with hygiene requirements in line with establishment procedures.

Element 2: Supervise responsible service of alcohol

Range

Knowledge of alcoholic drinks includes but is not limited to wines commonly used and locally produced beer; major South African wines, popular wines from Europe; New World wines (Australia, New Zealand, California, Argentina, Chile); sparkling wines and champagne; port and sherry; cocktails, cognac and brandy.

Handling of guests to whom alcohol may be refused includes but is not limited to appropriate communication and conflict resolution skills in handling difficult situations; referring difficult situations beyond the scope of individual responsibility to the appropriate person.

Assistance to alcohol affected guests may include politely making offers of assistance to intoxicated guests including organising transport for guests wishing to leave, offering non-alcoholic drinks, assisting guests in leaving, offering alternatives to alcohol such as food; where appropriate, giving patrons a verbal warning or asking them to leave the premises in accordance with legislative, establishment or house requirements.

Issues related to service of alcohol to different types of guests may include but is not limited to familiarity with specific customers; physical stature; demeanour and mood; social context; perceived health status.

Assessment of intoxication levels includes but is not limited to observation of changes in behaviour; emotional and physical state of guests; monitoring noise levels; monitoring drink orders; individual responses to alcohol including gender, weight, general health; rate of consumption, food intake and other substances taken.

Requests for drinks to be dispensed in a manner which is irresponsible for encouraging the rapid or excessive consumption of liquor may include but is not limited to test tubes; yard glasses; laybacks; jugs of spirits and mixers; shooters.

Erratic drinking patterns may include but is not limited to mixing a wide range of drink types; drinking quickly and asking for more immediately; ordering more than one drink for the same person; ordering "triple shots" or extra-large drinks.

Appropriate communication and conflict resolution skills for dealing with intoxicated patrons may include but is not limited to using open and not aggressive body language; blaming the refusal on the "Law"; taking the person away from an audience; monitoring the rest of the crowd; picking early warning signs and intervening before the person is intoxicated; not using physical touch or threatening body language; remaining calm and using tactful language.

Proof of age according to national liquor legislation includes current driving license; proof of age card; identity card; passport.

Security staff may include but is not limited to establishment or private security, police, military.

Staff training may include but is not limited to face to face instruction, group work, mentoring, off the job training, on the job training and coaching.

Performance Criteria

- 2.1 Guests to whom service may be refused according to legislation, including minors and intoxicated persons, are identified and handled in line with establishment procedures
- 2.2 Responsible preparation and service of standard alcoholic drinks are monitored in line with provisions of relevant legislation, licensing requirements and responsible service of alcohol principles.
- 2.3 Erratic drinking patterns are monitored and requests for drinks to be dispensed in a manner which is irresponsible for encouraging the rapid or excessive consumption of liquor are politely refused in line with establishment procedures.
- 2.4 The provision of information on alcoholic beverages to guests, including types, strength, standard drinks, and alcoholic percentages of a range of frequently served drinks, is monitored in line with establishment/house policy and government regulation.
- 2.5 Issues regarding service of alcohol to different types of guests are identified and incorporated into service, including assessing intoxication levels.
- 2.6 Guests are assisted to drink within appropriate limits and alcohol affected guests are assisted in line with establishment procedures.

- 2.7 Refusal of service to intoxicated guests is done in an appropriate and consistent manner, minimising confrontation and arguments and pointing out signage where relevant, in line with establishment procedures.
- 2.8 Staff handling of situations which could pose a threat to safety or security of colleagues, guests or property, is monitored in line with establishment procedures.
- 2.9 Training is provided to staff on the responsible service of alcohol in line with establishment policy and procedures.

Element 3: Provide and supervise table and bar service of beverages

Range

Advice on different beverages available and taking of drinks orders includes but is not limited to using correct terminology and pronunciation to describe beverages; offering advice and recommendations on beverage choices to guests in a courteous manner and appropriate time; promoting products and drinks in accordance with guest preferences and establishment requirements; assisting guests in selecting food and wine combinations when required; taking guest orders accurately and verifying selection with guest.

Advice on beverages available includes but is not limited to, South African and other international wine types; compatibility of major local and international wine styles with different types of food; general features of wine from the major South African winelands; international wines commonly sold in Swaziland (eg. chianti, champagne); main grape varieties and wine types including red (cabernet sauvignon, shiraz, pinot noir, merlot); white (eg. semillon, sauvignon blanc, gewurztraminer, riesling, chardonnay); blended wines (eg Tassenberg, cabernet sauvignon/merlot, semillion/sauvignon blanc); sparkling wines; popular fortified wines (eg. sherry, port, muscat, vermouth, marsala); content of beverage labels including wine.

General knowledge of beers and spirits includes but is not limited to flavour and characteristics; differences between local and imported products; knowledge of glassware required for different types of beverage.

Staff practices associated with the preparation, operation and cleaning of bar and service areas (guest table) includes but is not limited to wiping clean, removing soiled ashtrays, placing of glasses and drinks service-ware as required.

Preparation of glassware includes but is not limited to checking for chips and cracks; polishing; placement on table; placing in storage.

Beverage serving techniques include but is not limited to bottled beer; bottled wine; spirits; liqueurs; safety issues in relation to table service of beverages; flow of service.

Service of beverages includes but is not limited to selecting beverages and checking temperature and presentation of bottle prior to serving; preparing and placing glassware in accordance with establishment and/or industry standards; loading, carrying and unloading trays safely and avoiding spillage; presenting beverages selected by guests to verify when required; opening and serving beverages correctly, safely and without spillage and pouring beverages as required according to establishment and/or industry protocol.

Performance Criteria

- 3.1 Staff responsibilities for table and bar service are planned and allocated in line with establishment procedures.
- 3.2 Advice on alcoholic drinks and wines is provided to staff and guests as required in line with establishment procedures.
- 3.3 Preparation, operation and closing down of bar areas and other service areas is supervised in line with establishment procedures.
- 3.4 Staff practices associated with the service of beverages is supervised, and assistance is provided as required in line with establishment procedures.
- 3.5 Staff practices associated with the refilling of glasses, service and removal of used and unused glassware are monitored for compliance with establishment procedures.
- 3.6 Staff practices associated with the handling of monies are monitored for compliance with establishment procedures.
- 3.7 Guest complaints are responded to according to establishment procedures.
- 3.8 Storage of alcoholic beverages is monitored for compliance with establishment procedures.
- 3.9 A schedule is planned, implemented and monitored for the cleaning of bar and public areas in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB406 Supervise buffet and banquet set up and service

Title		Supervise buffet and banquet set up and service			
Domain		FOOD AND BEVERAGE SERVICE			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFB406	Credits	8

Purpose

This unit standard specifies the competency required to supervise buffet and banquet setup and service and provide gueridon service. It includes designing, planning, preparation and supervision of the display and maintenance of buffet and banquet setup and service and providing gueridon service. This unit standard is intended for those who work as supervisors in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 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. Glossary of terms:
- *'Buffet'* refers to a -serving system where guests serve themselves. It is a popular method of feeding large numbers of people with minimal staff.
 - *'Banquet'* refers to a sit-down meal, often for a formal occasion involving a relatively large number of guests.
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, 15 of 2004
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Water Resources Management Act, 24 of 2004
 - Local Authorities Amendment Act, 14 of 2004
 - Tobacco Act (Draft 2008)
 - 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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Supervise buffet and banquet setup

Range

The design of the total concept, selection of food items and display will vary according to guest requirements, occasion and type of buffet; and should include but is not limited to selection of appropriate food and food items; table arrangements; service equipment; serviceware; linen; decorations; candles and lighting; centrepieces.

Planning of buffets may be associated with a variety of occasions and situations that include but are not limited to indoor or outdoor functions; parties; special celebrations; breakfasts; lunches; dinners.

Personnel involved in the design, planning, preparation and conduct of buffets may include but are not limited to customers; supervisors and managers; display artists and decoration wholesalers; interior designers and decorators; other cooks and chefs; service staff.

Buffet food may include but is not limited to starters, salads, bread, main courses (meat, poultry, and seafood), desserts (fruit, cheeses), condiments.

Buffet and service equipment may include but is not limited to serviceware (including serviettes), crockery (dishes, plates) cutlery, service cutlery, platters, glassware, table coverings, decorative items, labels, linen (serviettes, service cloths).

Table decorations and condiments may include but are not limited to silverware, thematic decorations, candles and lighting, centerpieces, fruit displays, vegetables, floral and plant displays, salt, ice, bread, chocolate, sugar, decorated cakes and display cakes, margarine, hot and cold condiments.

Decorations and centrepieces may be carved, moulded or assembled and can be made from edible or non-edible materials such as fruit; vegetables; flowers and plants; salt; ice; bread; chocolate; sugar; decorated cakes and display cakes; margarine.

Performance Criteria

- 1.1 The total concept, food items and display are designed, as required, in consultation with customers and other relevant personnel.
- 1.2 Development of buffet or banquet theme or occasion is monitored, in consultation with customers and other relevant personnel.
- 1.3 An appropriate range and quantity of food items are selected and organised with consideration given to quality and price related to the establishment and customer requirements.
- 1.4 Selection of appropriate service equipment, serviceware and linen to display food and decorations is monitored and corrected where required in line with establishment procedures.
- 1.5 Planning and arrangement of tables and service points for buffet or banquet display and service are monitored for compliance with establishment requirements, occasion, and efficient and safe customer/staff accessibility.
- 1.6 Preparation and organization of food presentation are monitored for compliance with establishment standards and customer requirements.
- 1.7 Selection, preparation and organization of appropriate and attractive decorations and centerpieces are monitored for compliance with establishment standards and customer requirements.
- 1.8 Liaison with relevant personnel associated with the organisation, preparation and conduct of buffets or banquets is maintained in line with establishment procedures.

Element 2: Supervise food preparation for buffet or banquet

Performance Criteria

- 2.1 Preparation and production of food for buffet or banquet are supervised in line with hygiene and establishment requirements.
- 2.2 Preparation and production of desserts for buffet or banquet are supervised in line with hygiene and establishment requirements.

Element 3: Supervise buffet and banquet service and hygienic presentation

Performance Criteria

- 3.1 Display of food items is monitored throughout buffet or banquet service in line with establishment procedures.
- 3.2 Use of garnishes and accompaniments to enhance taste and appeal is supervised in line with establishment procedures.
- 3.3 Buffet or banquet service is supervised to ensure that food items are replenished, and that the total display remains neat and attractive 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 these risks in line with establishment procedures.
- 3.5 Temperature levels of food on display is monitored and maintained at levels that comply with the relevant food safety plan and legislative and establishment requirements.

Element 4: Supervise cleaning and storage of buffet or banquet foods after service

Performance Criteria

- 4.1 Clearing and cleaning of buffet or banquet area after service is monitored in line with the relevant food safety plan and establishment requirements.
- 4.2 Disposal or storage of leftover food items after service is monitored in line with the relevant food safety plan and establishment requirements.
- 4.3 Service equipment, serviceware, linen and décor items are removed, checked, cleaned and stored appropriately in line with safety procedures and establishment requirements.

Element 5: Provide gueridon service

Range

Gueridon trolleys may include but are not limited to those set up for desserts; flambé; salads; hors d'oeuvres; smoked salmon.

Food, beverage and other items to be served may include but are not limited to meat and poultry; fish and seafood; hors d'oeuvres and appetizers; desserts and sweets; condiments and accompaniments; sauces; garnishes; cheeses and dairy products; fruits; salads; wines; spirits; coffees; petit fours.

Promotional materials may include but are not limited to wine lists; menus or recipes; advertising cards, fliers or brochures.

Non-food items available for guest or customer choice may include but are not limited to cigars.

Preparation and maintenance of gueridon trolleys and equipment include but are not limited to stocking and displaying trolleys with clean implements, utensils and linen; polishing and cleaning equipment; selecting food, alcohol and other ingredients according to menu and service requirements; examining ingredients for quality and condition prior to display on trolley; presenting and displaying foods for colour, variety and shapes; using promotional materials appropriately on trolleys; positioning trolleys for guests or customers to view; clearing and hygienically cleaning trolleys.

Food service includes but is not limited to carving and serving meats, fish and poultry as required by guest preferences; preparing appropriate accompaniments and finishing ingredients; involving guests in the preparation process and inviting them to select ingredients, choosing the finishing method and determining the size of portions.

Gueridon equipment may include but is not limited to flatware (cutlery); carving boards; cutlery (cooking and service); linen; service crockery; fuel; towel for hand cleaning; lighter; burner; trolleys; bowls.

Performance Criteria

- 5.1 Gueridon trolleys and equipment are prepared and maintained for food, promotional materials and non-food items, in line with establishment requirements.
- 5.2 Food items are promoted to guests, including explanations of dishes, in line with establishment requirements.
- 5.3 The nature and features of gueridon service are explained to customers in clear, simple language as required, in line with establishment requirements.

- 5.4 Ingredients of dishes and preparation methods are identified, explained and showed to guests or customers to assist them in making their selection, in line with establishment requirements.
- 5.5 Foods are prepared and served, in accordance with relevant hygiene, safety and establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB407 Plan and prepare menus that address the dietary, nutritional and cultural requirements

Title		Plan and prepare menus that address the dietary, nutritional and cultural requirements of guests in a hospitality establishment			
Domain		FOOD AND BEVERAGE SERVICE			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFB407	Credits	5

Purpose

This unit standard specifies the competency required to plan menus and prepare meals for guests that address specific dietary nutritional and cultural requirements. This unit standard is intended for those who work as supervisors in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 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. 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, legislative requirements and professional requirements.
 5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 6. 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
 - Tobacco Act (Draft 2008)
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Plan and prepare menus that address guests' nutritional needs

Range

Guests may include but are not limited to infants, children, sportspeople, the elderly.

Factors to be considered when identifying the nutritional needs of different groups may include but are not limited to age requirements; lifestyle; food preferences; food restrictions or allergies; physical condition; nutritional requirements; those with varying nutritional and energy requirements due to physical condition; cultural or religious needs.

Basic nutritional requirements refer to recommendations made by the Ministry of Health and Social Services and or other recognised health authorities. It includes recommendations made for the general public including elderly Namibians, children and teenagers, in order to maintain a healthy and balanced diet.

Methods used to evaluate diets and meal plans and analyse foods, may include but are not limited to computer programs; customer feedback questionnaires; interviews with customer and health support personnel; nutrition guides.

Performance Criteria

- 1.1 The nutritional needs of different groups of guests are identified in line with establishment procedures.
- 1.2 Menus are evaluated for compliance with nutritional requirements specified by the Ministry of Health and Social Services and or other recognized health authorities.

- 1.3 Ingredients are selected to ensure optimum quality of end products in line with establishment requirements.
- 1.4 Food preparation and cooking techniques that retain optimum nutritional value of foods are applied in line with recipe and establishment requirements.
- 1.5 Nutritionally-balanced food is presented in an attractive manner in line with recipe and establishment requirements.

Element 2: Plan and prepare menus that address guests' dietary requirements

Range

Special dietary requirements may include but are not limited to vegetarian; vegan; modified sodium/potassium; low fat/cholesterol; lacto-ovo; high fibre; gluten free; high/low energy; diabetic; modified texture; high/low protein; fluids; exclusions for allergies and food intolerance; food exclusions related to specific medications.

Relevant persons who may give instructions or advice on special dietary requirements may include guests; guests' family members; colleagues, supervisors and managers; dieticians; diet technicians; health and medical personnel; religious personnel.

Contemporary eating regimes may include but are not limited to current trends and fashions such as vegetarian; low-fat or low carbohydrate; high or low protein; macrobiotic; liver cleansing; elimination.

Performance Criteria

- 2.1 Special dietary requirements are identified for relevant persons in line with establishment procedures.
- 2.2 Ingredients for special dietary requirements are selected in line with establishment procedures.
- 2.3 Particular food preparation and cooking techniques required for specific dietary requirements, including contemporary eating regimes and modifying food texture, are applied in line with recipe and establishment requirements.
- 2.4 Food is presented in an attractive manner in line with establishment procedures.

Element 3: Plan and prepare menus that address guests' cultural requirements

Range

Ethnic, cultural or religious requirements may include but are not limited to the food selection, food preparation and food service requirements (utensils, serviceware, customs of service and eating methods and styles) of specific ethnic, cultural or religious groups.

Ethnic, cultural or religious guests may include but are not limited to Jewish, Muslim, Hindu.

Performance Criteria

- 3.1 Culturally accepted food items, food preparation equipment and food cooking techniques are identified in line with guest requirements.
- 3.2 Food preparation and cooking techniques are applied that comply with guests' ethnic, cultural or religious requirements.
- 3.3 Food is presented in an attractive manner in line with guest and establishment requirements.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFB408 Organise and coordinate functions and events

Title		Organise and coordinate functions and events in a hospitality establishment.			
Domain		FOOD AND BEVERAGE SERVICE			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFB408	Credits	14

Purpose

This unit standard specifies the competency to organize and coordinate functions and events. It includes identifying the overall event objectives and scope of event or function, preparing the catering concept for an event or function and preparing and implementing an operational plan for the catering of an event or function.

This unit standard is intended for those who work as managers in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 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. 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, legislative requirements and professional requirements.
 5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirement
 6. 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
 - Tobacco Act (Draft 2008)
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Identify overall event objectives and scope of event or function

Range

Stakeholders may include event customer; suppliers and contractors; local community; organising committees; local authorities; colleagues; entertainers.

Key information to determine the broad scope of the event may include but is not limited to purpose, concept, style and theme, date, time and venue, catering requirements, audience or market, overall budget estimate.

Events and functions may be in a central location or across a range of smaller locations indoors or outdoors.

Events and functions for which the catering may be planned may include but are not limited to sporting events, defence operations, shows, exhibitions, product launches, trade shows, conferences, meetings or seminars, training events, social celebrations.

Performance Criteria

- 1.1 Key objectives of the event or function are clarified and agreed in consultation with stakeholders in line with establishment procedures

- 1.2 Key information is analysed and stakeholders are consulted to determine the broad scope of the event or function including indicators of numbers of guests/delegates, location, time and duration, budget for event or function in line with establishment procedures.
- 1.3 Factors which may impact on the catering for the event or function are identified and analysed in line with establishment procedures.

Element 2: Prepare the catering concept for an event or function

Range

Key elements for catering to be considered in arranging event catering may include but are not limited to type of food, style of service, timing of service, link between food and other aspects of the event (e.g. speeches), production and transport issues, catering staff requirements, liaison with others involved in the event.

Performance Criteria

- 2.1 Ideas for the overall event or function concept, including the theme and format, are contributed according to scope of responsibility and establishment procedures.
- 2.2 The key elements for catering are identified and defined in consultation with stakeholders to reflect the objectives and meet the needs of the customer.
- 2.3 Creative elements are incorporated into the catering concept and theme in line with establishment procedures.
- 2.4 The operational practicality and cohesiveness of the catering concept, theme and format are verified through consultation and analysis in line with establishment procedures.

Element 3: Prepare and implement an operational plan for the catering of an event or function.

Range

Ancillary services may relate to but are not limited to theme and décor, management of event, staffing, logistics.

Operational procedures may include but are not limited to costing of components and total catering, management, staffing and contracting, roles and responsibilities, logistics and transport details, resources e.g. venue, commodities, equipment, machinery, vehicles and staff, security arrangements, purchasing of food, materials and equipment, storage of food, materials and equipment, production and distribution of food and beverage.

Risks may include but are not limited to weather conditions, clash of dates with other event or function, food spoilage, unavailability of supplies, staffing problems, illness, and venue problems.

Performance Criteria

- 3.1 An operational plan is prepared for the provision of catering and ancillary services, identifying steps, activities and sequence, in line with establishment procedures
- 3.2 Risks are identified and risk management strategies are incorporated into the plan in line with establishment procedures
- 3.3 Details are reviewed, verified and finalised with the customer in line with establishment procedures
- 3.4 Accurate and complete information on the catering concept and operational procedures is provided to all relevant stakeholders to ensure timely and effective planning and implementation in line with establishment procedures
- 3.5 Approval is obtained from relevant stakeholders prior to implementation of the catering plan in line with establishment procedures
- 3.6 The catering plan for the event is implemented and monitored, making adjustments as required, in line with establishment procedures
- 3.7 Feedback is obtained after the event and plans are reviewed in line with establishment procedures to evaluate the degree to which agreed objectives and customer requirements were met.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

