



Information Sheet

<u>Programme Name:</u>	Restaurant Server
<u>Qualification / Learning Programme / Short Course:</u>	Short Course
<u>NQF Level:</u>	3
<u>Unit Standard (s):</u>	US7742: <i>Provide a table service</i>
<u>Credits:</u>	2
<u>Learning Outcomes:</u>	<p><u>Knowledge Outcomes</u></p> <p>On successful completion of this Unit Standard, the Learner will be able to demonstrate knowledge and understanding by:</p> <ul style="list-style-type: none"> • Describing how to provide a table service from greeting customers, seating them to serving them and clearing. • Explaining the importance of maintaining a constant stock of service items and accompaniments. • Listing the information that should be given to customers. • Explaining the consequences of not giving accurate information to customers. • Describing how a customer should be greeted and taken to their table. • Describing the method of silver service. • Describing the method of French service. • Describing the method of Russian service. • Describing the method of tray service. • Explaining how waste should be disposed off. • Explaining the importance of dealing with spillages and

	<p>breakages quickly and efficiently.</p> <ul style="list-style-type: none"> • Explaining the importance of handling and disposing of waste in a hygienic manner. • Describing ways of improving a table service to customers. • Explaining the response to unexpected situations by adapting service performance. • Explaining how service to customers may be improved. • Listing unexpected situations associated with providing a table service and explaining reasons for decisions taken to solve these. • Describing possible ways of developing a more efficient way of taking orders. <p><u>Practical Outcomes</u></p> <p>On successful completion of this Unit Standard, the Learner will be able to demonstrate competence in the following skills:</p> <ul style="list-style-type: none"> • Greet, seat and serve customers and clear the table during and after service • Maintain a constant stock of service items and accompaniments • Provide accurate and relevant information to customers • Prepare a tray for tray service and deliver the tray to the customer • Deal with spillages and breakages quickly and efficiently • Handle and dispose of waste in a hygienic manner • Demonstrate ways of improving table service to customers • Adapt their service performance to accommodate unexpected situations • Demonstrate efficiency in taking orders 										
Programme Structure:	Full-time with On-job skills practice and validation										
Duration:	<table border="1"> <tr> <td data-bbox="403 1323 633 1469">Teaching Methodology:</td> <td data-bbox="633 1323 1414 1469">Classroom theory; Demonstration; Simulation; Skills development through workplace application</td> </tr> <tr> <td data-bbox="403 1469 633 1615">Assessment Methodology:</td> <td data-bbox="633 1469 1414 1615"><u>Knowledge:</u> Written test, knowledge activities and/or assignments. <u>Practical:</u> Application and demonstration of skills and On-job Validation</td> </tr> <tr> <td data-bbox="403 1615 633 1760">Contact Time (Knowledge):</td> <td data-bbox="633 1615 1414 1760"><u>Current Employees</u> = 1 Day <u>New Employees</u> = 1 Day</td> </tr> <tr> <td data-bbox="403 1760 633 1906">Contact Time (Skills Training):</td> <td data-bbox="633 1760 1414 1906"><u>Current Employees</u> = 1 Day <u>New Employees</u> = 4 Days</td> </tr> <tr> <td data-bbox="403 1906 633 2040">On-job Practise and Validation:</td> <td data-bbox="633 1906 1414 2040"><u>Current and New Employees</u> - 4 Weeks (Learners to spend this time in applying knowledge and practising skills learned during the learning programme)</td> </tr> </table>	Teaching Methodology:	Classroom theory; Demonstration; Simulation; Skills development through workplace application	Assessment Methodology:	<u>Knowledge:</u> Written test, knowledge activities and/or assignments. <u>Practical:</u> Application and demonstration of skills and On-job Validation	Contact Time (Knowledge):	<u>Current Employees</u> = 1 Day <u>New Employees</u> = 1 Day	Contact Time (Skills Training):	<u>Current Employees</u> = 1 Day <u>New Employees</u> = 4 Days	On-job Practise and Validation:	<u>Current and New Employees</u> - 4 Weeks (Learners to spend this time in applying knowledge and practising skills learned during the learning programme)
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	Final Integrated Summative Assessment (FISA) (Knowledge):	2 Hours (To be completed at the end of the On-job Practise and Validation period)	
	FISA (Practical):	1 Hour (To be completed at the end of the On-job Validation period)	
Cost per Person:		R3 950 (excl. VAT)	
Minimum / Maximum Delegates:		Minimum: 10	Maximum: Group size – 25 Maximum No. of Groups – Unlimited
Learning Programme Matrix Category:		E	

Notional Hour Calculation

FISA = Final Integrated Summative Assessment (conducted by a registered, scoped Assessor)

NH = Notional Hour

Current Employees

Credits	Notional Hours	30% Knowledge Component = 6 Notional Hours			70% Practical Component = 14 Notional Hours		
		Contact Time	Learner Centred Time	Knowledge FISA	Contact Time	On-job Practise and Validation	Practical FISA
2	20	4NH	1 NH	1.0 Hour	12 NH	4 weeks*	2 Hours

New Employees

Credits	Notional Hours	30% Knowledge Component = 6 Notional Hours			70% Practical Component = 14 Notional Hours		
		Contact Time	Learner Centred Time	Knowledge FISA	Contact Time	On-job Practise and Validation	Practical FISA
2	20	1 Day	1 NH	1.0 Hour	4 Days	4 weeks*	2 Hours

*A period of 4 weeks is recommended between training and Practical Assessment to enable the Learner to gain sufficient experience in skills application before the Final Integrated Summative Assessment (Practical) is conducted in the workplace.