

Qualification Title: Certificate IV in Food and Beverage Service (Waiting)

Labour Division: Food and Beverage Services (Hotel Services)

Competency Unit Requirements

Core & Generic Competencies and Functional Competencies required for Food and Beverage Service

**Selection of Functional Competencies must reflect the intended Job Title, local industry requirements, and Certificate level*

Core & Generic Competencies *Must obtain all units*

Hotel Services (Restaurant Services) *menu*

- D1.HRS.CL1.01 Access and retrieve computer-based data
- D1.HRS.CL1.04 Communicate effectively on the telephone
- D1.HRS.CL1.05 Comply with workplace hygiene procedures
- D1.HRS.CL1.06 Develop and update local knowledge
- D1.HRS.CL1.07 Implement occupational health and safety procedures
- D1.HRS.CL1.08 Maintain hospitality industry knowledge
- D1.HRS.CL1.09 Manage and resolve conflict situations
- D1.HRS.CL1.11 Perform clerical procedures
- D1.HRS.CL1.12 Perform basic First Aid procedures
- D1.HRS.CL1.13 Promote hospitality products and services
- D1.HRS.CL1.14 Read and interpret basic instructions, directions and/or diagrams
- D1.HRS.CL1.15 Receive and resolve customer complaints
- D1.HRS.CL1.17 Speak English at a basic operational level
- D1.HRS.CL1.18 Work effectively with colleagues and customers
- D1.HRS.CL1.19 Work in a socially diverse environment
- D1.HRS.CL1.20 Perform child protection duties relevant to the tourism industry
- D1.HBS.CL5.02 Develop and maintain food and beverage product knowledge
- D1.HBS.CL5.09 Provide a link between kitchen and service area
- D1.HBS.CL5.12 Provide food and beverage services
- D1.HFI.CL8.07 Process a financial transaction for services rendered
- D1.HGE.CL7.11 Receive and securely store in-coming goods

Functional Competencies* *Must obtain 18 units from*

Hotel Services (Restaurant Services) *menu*

- 12+ from**
- Cluster 5: Food and Beverage Service
- Cluster 8: Financial Administration
- 3+ from**
- Cluster 6: Customer Service, Sales and Marketing
- Cluster 9: Human Resource Development
- Cluster 10: Management and Leadership
- 3+ from**
- Cluster 10/11: English Language Proficiency

Divisional Qualification Framework

for Food & Beverage Service Division from 5 Levels of Qualification

Level	Qualification
1	Certificate II in Food and Beverage Service (Waiting)
1	Certificate II in Food and Beverage Service (Beverages)
2	Certificate III in Food and Beverage Service (Waiting)
2	Certificate III in Food and Beverage Service (Beverages)
3	Certificate IV in Food and Beverage Service (Waiting)
3	Certificate IV in Food and Beverage Service (Beverages)
3	Certificate IV in Food and Beverage (Supervision)
4	Diploma of Food and Beverage Service (Supervision and Administration)
5	Advanced Diploma of Food and Beverage Service (Management)

Associated Job Titles

for Food & Beverage Service Division from 32 Job Titles

No	Title
23	Waiter
22	Bartender
21	Head Waiter
20	Food and Beverage Outlet Manager
19	Food and Beverage Director

