

---

# Qualification Specification

---

**CTH Level 2 Certificate in Professional  
Restaurant Front of House Service**

**August 2025**

**QAN: 610/2218/4**



# CONTENTS

<b>1. Introduction .....</b>	<b>2</b>
<b>2. Admission &amp; Entry Requirements .....</b>	<b>3</b>
<b>3. Centre Approval Requirements.....</b>	<b>4</b>
<b>4. CTH Support.....</b>	<b>7</b>
<b>5. Qualification Size and Level .....</b>	<b>8</b>
<b>6. Qualification Structure .....</b>	<b>10</b>
<b>7. Qualification Grading Criteria .....</b>	<b>11</b>
<b>8. Qualifications Assessments .....</b>	<b>12</b>
<b>9. Qualification Units .....</b>	<b>14</b>
Customer Service Skills.....	13
Restaurant and Bar Service 1.....	15
Restaurant and Bar Service 2.....	17
Wine Knowledge & Service Skills .....	19
Knowledge & Service of Non-Alcoholic Drinks .....	20
Knowledge & Service of Cocktails & Craft Beers.....	22
Enhanced Food & Beverage Service .....	23
<b>10. Assessment Samples .....</b>	<b>27</b>
<b>11. Resources and/or Equipment Required to Deliver the Qualification .....</b>	<b>30</b>
<b>12. About CTH .....</b>	<b>33</b>



# 1. Introduction

## Overview

The objective of this Qualification Specification is to provide an overview of the **CTH Level 2 Certificate in Professional Restaurant Front of House Service** qualification.

The document covers the aims, qualification level, size, structure and content including learning outcomes and assessment criteria for each unit, together with sample assessment materials.

There is guidance relating to the qualification approval requirements, delivery and assessment of this qualification, details of grading criteria and the grading of units and the qualification.

Further details regarding this qualification are available from CTH and contained within the more comprehensive Delivery and Assessment Handbook.

## Purpose of the Qualification

The purpose is to provide a qualification that:

- provides learners with an understanding of the front of house operation and of the key functions within a restaurant.
- enables learners to gain credits towards higher education.
- enables learners to develop practical skills that can be applied in a vocational context.
- provides an introduction to the basic skills of learners entering the hospitality industry.

## Progression Opportunities

The Professional Restaurant Front of House Service qualification provides an ideal starting point for learners starting out in the Hospitality sector, either after leaving school or as a returner to work or when switching careers. On successful completion learners can progress on to Level 3 qualifications, including the CTH Level 3 Foundation Diploma qualifications in Hospitality and Tourism, or in Hospitality Business.

## 2. Admission & Entry Requirements

Approved CTH Centres are responsible for checking applications against the following admission requirements and ensuring learners can fulfil the demands of, and successfully complete the qualifications, prior to admission and enrolment.

CTH would also expect approved Centres to undertake an initial assessment of each learner prior to the start of their programmes to ensure they are able to provide the learner with any necessary additional support.

Requirements		Recommended Admission Requirements
All Learners	✓ <b>Minimum Age</b>	16 at enrolment.
	✓ <b>English Language</b>	<p>All learners without English as a first language must hold at least IELTS 4.5 or other evidence of competence in English at this level.</p> <p>The course is taught in English and assessed by practical and written examinations in the English language; intermediate level language skills are essential.</p>
	✓ <b>Education</b>	<p>These are open access qualifications with admission at the discretion of approved CTH Centres for learners they consider able to successfully complete the qualification.</p> <p>However, all learners should have completed full time secondary education up to age 16.</p>

### CTH Membership Registration

Centres must register learners as CTH Members within two weeks of starting the course.



## 3. Centre Approval Requirements

- ✓ Centre Approval Application & Approval Meeting
- ✓ Teaching Facilities
- ✓ Visits
- ✓ Centre Staffing
- ✓ Continuing Professional Development

### Centre Approval

Prospective Centres should apply to become an approved CTH Centre in order to deliver this qualification. Please see the 'About CTH' page at the end of this specification for advice on the approval process, or should you wish to discuss your curriculum requirements.

The CTH Approval Committee consider applications from Centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically related areas including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice and maladministration. An online video conversation with CTH academic and quality staff will form part of the initial Centre approval application process.

### Teaching Facilities

In order to be approved to deliver the Professional Restaurant Front of House Service qualifications centres must have classrooms for teaching, discussion and role plays. However, it is mandatory that Centres also have suitable facilities summarised below for the practical parts of the qualifications, which must be available to learners during timetabled hours for demonstrations, practice, formative testing and final observed assessments. Approval to deliver the various qualifications in the Restaurant Front of House qualification will depend on evidence of the availability of these facilities.



Units	Facilities Summary
<b>Customer Service Skills</b>	Classroom and facilities below for observations with feedback throughout the course.
<b>Restaurant and Bar Service 1 &amp; 2</b>	A mock restaurant with 5 dining tables plus a separate bar, both fully equipped with 20 sets of crockery, cutlery and a several sets of glassware for different drinks.
<b>Wines Knowledge Service</b>	A mock restaurant or bar with a selection of glassware and different types of wines.
<b>Knowledge and Service of Non-Alcoholic drinks.</b>	A mock coffee bar with a selection of glassware and crockery and barista equipment as well as different types of coffees, teas, healthy drinks, and accompaniments.
<b>Knowledge &amp; Service of Cocktails &amp; Craft Beers</b>	A mock bar with a selection of glassware and different types of spirits, craft beers, mixers, juices, and garnishes.
<b>Enhanced Food and Beverage Service Knowledge and Skills</b>	A mock restaurant with equipment for enhanced food service.

Teaching staff must also provide learners with documented standards illustrating the facilities and service levels relevant to each unit at various levels of establishment (e.g. fine dining restaurant, 5\* hotel restaurant or bar, neighbourhood café, etc). A detailed list of equipment required for each of the above facilities is included at the end of this document.

Suitable teaching rooms, IT facilities and a suitable examination room should also be available to learners. Accommodation and equipment used for the delivery of the qualification must comply with the relevant legislation relating to Health & Safety.

The approved Centre should ideally also provide an appropriate area and facilities for learner relaxation and recreation.

## Visits

Centres will be required to arrange learner visits to different categories of hotels, bars and/or restaurants to observe and understand the differences in the facilities and type and level of service in each department. The Centre may devise tasks based on these visits or other activities to address the assessment criteria for a range of units.



## Centre Staffing

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:

- be occupationally competent or technically knowledgeable in the area for which they are teaching.
- have recent relevant experience in the specific area that they will be assessing or verifying.
- hold a teaching qualification as well as a relevant qualification at Level 3 (A level equivalent) or above.
- ideally, hold an assessor and/or internal verifier qualification.

CTH will review the CVs of all teaching staff when a potential Centre seeks approval to deliver the qualification. Centres must appoint an Internal Verifier and have a named quality assurance lead.

## Continuing Professional Development

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.



## 4. CTH Support

### CTH Delivery and Assessment Handbook

Centres approved to deliver one or more qualification(s) in the **Professional Restaurant Front of House Service** will be provided with a comprehensive Delivery and Assessment Handbook, designed for the qualification delivery team of teaching staff, quality assurance staff and administrators.

### CTH Workshops

New CTH Centres are offered a short induction session (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

In addition, it is a mandatory requirement that all Centre assessors and internal verifiers (IV) for the Professional Restaurant Front of House Service qualification attend an online CTH training session prior to carrying out their first set of assessments.

### CTH Members Website and Resources

The CTH Members website is available for both Centre Teaching staff and CTH learners. Staff and learners can access online resources, including relevant e-books and journals from EBSCO. Teaching staff can download past exam papers and assessments and examiner reports.

Please note that any instructional material provided by CTH should be used to assist teaching staff to develop their own material to support delivery and assessment of the qualification.

## 5. Qualification Size and Level

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. The **CTH Level 2 Certificate in Professional Restaurant Front of House Service** is an occupational qualification on the Ofqual Regulated Qualification Framework (RQF) and adheres to the regulations set out in the Ofqual Handbook. Ofqual regulated qualifications are recognised and trusted by parents, employers and educational establishments globally due to the stringent controls and quality assurance requirements.

### Qualification Size

The qualification is designed to be delivered in **220** hours of TQT (Total Qualification Time) of which **155** are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a learner to achieve a qualification.

### Definitions

- **Guided Learning Hours – GLH**  
This is the amount of time the average learner is expected to spend in supervised learning and practice but may vary by learner.
- **Total Qualification Time – TQT**  
TQT is made up of Guided Learning Hours plus all other time taken in preparation, study or any form of participation in education and training but not under the direct supervision of a lecturer or tutor.

### The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lectures, seminars, tutorials, supervised assessment, such as exams or observed practice.
- Independent and unsupervised learning or research.
- Unsupervised coursework or directed activity.
- Watching pre-recorded webinars or podcasts.
- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Learners completing this qualification should be able to demonstrate their ability as independent learners.



## Qualification Level

The CTH Certificate in Professional Restaurant Front of House Service qualification is at level 2 on the Ofqual Regulated Qualification Framework.

Equivalent to Level 3 on the European Qualification Framework.

CTH qualifications comply with level descriptors set by Ofqual, which are divided into two categories:

- Knowledge and understanding.
- Skills.

The descriptors below set out the generic knowledge and skills associated with the typical holder of a qualification at that level.

<b>Level 2 Knowledge descriptor:</b>	<b>Level 2 Skills descriptor:</b>
<b>The holder...</b>	<b>The holder can...</b>
<ul style="list-style-type: none"><li>• has knowledge and understanding of facts, procedures, and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.</li><li>• can interpret relevant information and ideas.</li><li>• is aware of a range of information that is relevant to the area of study or work.</li></ul>	<ul style="list-style-type: none"><li>• select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.</li><li>• identify, gather, and use relevant information to inform actions.</li><li>• identify how effective actions have been.</li></ul>

---



## 6. Qualification Structure

### CTH Level 2 Certificate in Professional Restaurant Front of House Service

Students must achieve all 7 mandatory units, providing 18 credits at level 2, and 5 credits at level 3.

**Credit Value (CV):** 22

**QAN:** 610/2218/4

**Guided Learning Hours (GLH):** 155

**Total Qualification Time (TQT):** 220

Unit	Unit Title	L	CV	GLH	Assessment Method
CSS	Customer Service Skills	2	3	25	<ul style="list-style-type: none"> <li>• Two observed practical examinations</li> <li>• One single on demand multiple choice test covering all 7 units</li> </ul>
RBS1	Restaurant & Bar Service 1	2	3	25	
RBS2	Restaurant & Bar Service 2	2	2	15	
2WKS	Wine Knowledge & Service Skills	2	3	20	
2KSNAD	Knowledge & Service of Non-Alcoholic Drinks	2	4	25	
2KSCC	Knowledge & Service of Cocktails & Craft Beers	2	2	15	
2EFBS	Enhanced Food & Beverage Service	3	5	30	
<b>CTH Certificate Total (7 units)</b>			<b>22</b>	<b>155</b>	

# 7. Qualification Grading Criteria

The qualification is awarded having either a Pass, Merit or Distinction grade. The table below shows the generic Ofqual grading criteria. These should be used by assessors and internal verifiers in conjunction with the mark scheme provided in the Delivery & Assessment Handbook.

## Grading Criteria:

Level 2		
PASS 40% to 59%	MERIT 60% to 69%	DISTINCTION 70%+
<p><b>To achieve a Pass grade, learners must:</b></p> <ul style="list-style-type: none"> <li>meet the requirements of the assessment criteria and learning outcomes.</li> </ul>	<p><b>To achieve a Merit grade, learners must:</b></p> <ul style="list-style-type: none"> <li>meet the requirements of the assessment criteria and learning outcomes.</li> <li>identify the key issues in the area of study.</li> <li>interpret information and ideas in a rational way.</li> <li>substantiate judgments and support views with examples.</li> <li>address problems logically.</li> <li>produce work that is well presented, clear and well structured, with sources clearly referenced.</li> </ul>	<p><b>To achieve a Distinction grade, learners must:</b></p> <ul style="list-style-type: none"> <li>meet the requirements of the assessment criteria and learning outcomes.</li> <li>synthesize information and ideas from different sources.</li> <li>apply ideas and conclusions validly in different contexts.</li> <li>identify strengths, weaknesses and illogicalities in situations, ideas and theories.</li> <li>demonstrate in depth understanding and knowledge of relevant issues in the area of study.</li> <li>use relevant and valid research and investigative techniques to solve problems.</li> <li>make well-argued conclusions or recommendations.</li> <li>present work that is neat, clear, well-structured and coherent, with sources clearly referenced.</li> </ul>



## 8. Qualifications Assessments

### Assessment Opportunities

The scheduling of the practical **AND** multiple-choice test for this qualification may be scheduled by the Centre for registered learners, provided 3 weeks' notice is given to CTH.

Centres return the exam papers electronically for marking and moderation by CTH, together with the evidence and mark sheets from the observed practical assessments.

### Assessment Methods

The CTH Level 2 Certificate in Professional Restaurant Front of House Service is a practical occupational qualification designed to provide learners with the skills required by employers in the hospitality industry. It is important that staff intending to work in this sector have good customer services skills, including some communication in English, so these are assessed within each qualification.

The following assessment types are used for this qualification:

- 1) 2 observed practical exams plus a reflective discussion, and
- 2) a multiple-choice test.

### Assessment Responsibilities

CTH is responsible for:

- processing registrations and payments prior to issuing access details for assessments.

Practical Assessments - CTH is responsible for:

- producing all assessment briefs and mark sheets and making these available to Centres.

Multiple-Choice Test - CTH is responsible for:

- writing the examination questions which will cover the assessment criteria.



- marking and moderating all examinations.

CTH Exam Board will review all results before final results are issued in the form of e-Certificates.

Centres must:

- ensure all CTH assessment registration fees are paid in full prior to the exam session.
- ensure that all learners have government issued photographic identity documents before enrolment, which must include their date of birth. Acceptable documents include passport, driving licence or identity card. This must be available for verification at the start of each assessment.
- prepare learners for examinations via worked questions in class and mock exams.
- contact CTH to arrange the practical assessments and the MCQ test.
- send assessment evidence to CTH electronically via SharePoint.
- mark and internal verify\* the practical assessments using the mark sheets and mark scheme provided by CTH.

**\* Internal Verification**

An internal verifier (IV) is a designated person, internal to the Centre, who has responsibility for verifying and signing off the assessment outcomes and providing feedback to the assessors. They should have a good understanding of the units/qualifications being assessed.

The Centre internal verifier assures the quality of the assessment process within the Centre. Internal verifiers must sample assessment decisions using a sampling plan, which takes into account a risk assessment which has been conducted as part of the Centre's internal QA strategy.

Internal verifiers should also plan the observation of Centre markers during any practical assessments, especially to support new Centre markers, and provide constructive feedback.



## 9. Qualification Units

Customer Service Skills		CSS
<b>Unit Purpose and Aim(s)</b>	This unit aims to introduce learners to the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people, to understand different customer types, needs and expectations, the benefits, and consequences to the organisation of good and bad customer service, how to deal with customer requests effectively and how to deal with complaints from customers.	
<b>Unit Level: 2</b>	<b>Guided Learning Hours (GLH):</b> 25 Hours	<b>Credit Value:</b> 3 Credits (1 credit is 10 hours total study/TQT)
<b>Unit Assessment is by:</b>	Observed practical examination(s) and one MCQ test.	
<b>Learning Outcome 1</b>	Understand the importance of hospitality behaviours such as personal conduct, being adaptable and communicating with a diverse range of people.	
<b>Assessment Criteria</b>		
<p>1.1 Identify the behaviours required within a customer service department.</p> <p>1.2 Explain why timekeeping attendance, personal appearance, personal presentation, and contact can impact on the business and brand reputation.</p> <p>1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs.</p> <p>1.4 Demonstrate how to give customers a positive impression of yourself.</p>		
<b>Learning Outcome 2</b>	Understand different customer types, needs and expectations within a hospitality organisation.	
<b>Assessment Criteria</b>		
<p>2.1 Describe customer types.</p> <p>2.2 Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations.</p> <p>2.3 Provide service correctly and check that the customer is satisfied.</p>		



**Learning Outcome 3**

Understand the benefits and consequences to the organisation of good and bad customer service.

**Assessment Criteria**

- 3.1 Explain the benefits of good customer service.
- 3.2 Explain the consequences of bad customer service.
- 3.3 Demonstrate how to provide good customer service in a range of hospitality departments.

**Learning Outcome 4**

Understand how to deal with customer requests effectively.

**Assessment Criteria**

- 4.1 Describe routine and special requests that customers may have and how to answer these.
- 4.2 Provide answers to routine and special requests.

**Learning Outcome 5**

Understand how to deal with complaints from customers.

**Assessment Criteria**

- 5.1 Explain how to identify a customer has a problem.
- 5.2 Explain how to show concern to a customer.
- 5.3 Describe a variety of problems a customer may have.
- 5.4 Demonstrate how to deal with customers who have a problem.
- 5.5 Demonstrate how to deal with customers who are angry and are upset.



Restaurant and Bar Service 1		RBS1
<b>Unit Purpose and Aim(s)</b>	This unit aims to introduce learners to a range of food and beverage service styles and standards within different types of hospitality operations, how to prepare a restaurant for service, how to serve customers in line with service style, how to clear dining and service areas after service.	
<b>Unit Level: 2</b>	<b>Guided Learning Hours (GLH):</b> 25 Hours	<b>Credit Value:</b> 3 Credits (1 credit is 10 hours total study/TQT)
<b>Unit Assessment is by:</b>	One observed practical examination and one MCQ test.	
<b>Learning Outcome 1</b>	Understand the range of food service styles and standards within different types of hospitality operations.	
<b>Assessment Criteria</b>		
1.1 Describe the range of food operations in a hospitality organisation. 1.2 Describe the different methods of food service and their requirements. 1.3 Explain the legal requirements of food hygiene, health, safety, and personal presentation when working with food and beverages.		
<b>Learning Outcome 2</b>	Understand how to prepare a restaurant for service	
<b>Assessment Criteria</b>		
2.1 Clean and store crockery and cutlery. 2.2 Prepare and clean areas for table and tray service. 2.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service. 2.4 Lay tables and trays in line with service styles. 2.5 Check menus and ensure they are available for customer use.		
<b>Learning Outcome 3</b>	Understand how to serve customers in line with service style.	
<b>Assessment Criteria</b>		
3.1 Demonstrate how to greet and seat customers and take orders in a restaurant. 3.2 Process customer orders. 3.3 Serve customers in line with service style.		



#### **Learning Outcome 4**

Understand how to clear dining and service areas after service.

#### **Assessment Criteria**

- 4.1 Explain how food service areas should be left clean after service.
- 4.2 Explain and demonstrate how to store food items, condiments and accompaniments which will be used in the future as required.
- 4.3 Demonstrate how to dispose of rubbish and waste food following recommended procedures.
- 4.4 Demonstrate how customer and service areas are to be kept tidy, free from rubbish and ready for cleaning.



Restaurant and Bar Service 2		RBS2
<b>Unit Purpose and Aim(s)</b>	This unit aims to introduce learners to a range of beverage service styles and standards within different types of hospitality operations, to introduce learners to the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics, how to prepare a bar for service, how to serve customers in line with service style and how to clear bar and service areas after service. As well as the legal requirements of food hygiene, health and safety with a hospitality environment.	
<b>Unit Level: 2</b>	<b>Guided Learning Hours (GLH):</b> 15 Hours	<b>Credit Value:</b> 2 Credits (1 credit is 10 hours total study/TQT)
<b>Unit Assessment is by:</b>	One observed practical examination and one MCQ test.	
<b>Learning Outcome 1</b>	Understand the range of beverage service styles and standards within different types of hospitality operations	
<b>Assessment Criteria</b>		
<p>1.1 Describe the range of beverage operations in a hospitality organisation.</p> <p>1.2 Explain the legal requirements of working with alcoholic beverages.</p> <p>1.3 Describe the different methods of beverage service and their requirements.</p>		
<b>Learning Outcome 2</b>	Understand the variety of hot and cold and alcoholic and non-alcoholic beverages and their basic characteristics.	
<b>Assessment Criteria</b>		
<p>2.1 Describe the range of alcoholic beverages available in a hospitality organisation.</p> <p>2.2 Describe the different types of non-alcoholic hot and cold beverages, in particular coffee and tea, and the methods of preparing and serving them.</p> <p>2.3 Describe and demonstrate the different methods of hot and cold beverage service and their requirements.</p>		
<b>Learning Outcome 3</b>	Understand how to prepare a bar for service.	
<b>Assessment Criteria</b>		
<p>3.1 Clean and store glassware.</p> <p>3.2 Prepare and clean areas for table and tray service.</p> <p>3.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service.</p> <p>3.4 Lay bar and tables in line with service styles.</p>		



**Learning Outcome 4**

Understand how to serve customers in line with service style.

**Assessment Criteria**

- 4.1 Greet and deal with customers promptly.
- 4.2 Provide customers with accurate information about drinks and identify their requirements.
- 4.3 Dispense and serve drinks in the correct measures and at the recommended temperature.
- 4.4 Promote additional products as appropriate.
- 4.5 Serve drinks in line with the appropriate service style and legal requirements

**Learning Outcome 5**

Understand how to clear bar and service areas after service.

**Assessment Criteria**

- 5.1 Store drinks, drink accompaniments and additional products for service correctly and maintain them at the required level.
- 5.2 Keep service areas equipment clean hygienic, tidy, and ready to use.
- 5.3 Keep customer and service areas clean, tidy, and free from rubbish.
- 5.4 Empty waste bins and bottle containers as necessary.



<b>Wine Knowledge and Service</b>		<b>2WKS</b>
<b>Unit Purpose and Aim(s)</b>	This unit aims to introduce learners to the history of wine, new and old-world regions, parts of the vine and wine production, wine labels, how to serve customers and provide accurate information, and demonstrate opening wine, tasting techniques, and the etiquette of wine service.	
<b>Unit Level: 2</b>	<b>Guided Learning Hours (GLH):</b> 20 Hours	<b>Credit Value:</b> 3 Credits (1 credit is 10 hours total study/TQT)
<b>Unit Assessment is by:</b>	One observed practical examination and one MCQ test.	
<b>Learning Outcome 1</b>	Understand the history of wine, new world and old-world wine regions, about the parts of the vine and wine production for different wines.	
<b>Assessment Criteria</b>		
<ol style="list-style-type: none"> <li>1.1 Identify the old world and new world countries that produce wine.</li> <li>1.2 Explain the parts of the grape and how they affect the wine making process.</li> <li>1.3 Describe the growing conditions required by wine and their impact on the wine produced.</li> <li>1.4 List and briefly describe the different types of wine available.</li> <li>1.5 Describe the wine production methods for different types of wine.</li> <li>1.6 List and explain the main grape varieties.</li> <li>1.7 Identify the key tasting notes/flavour profiles of the main grape varieties.</li> </ol>		
<b>Learning Outcome 2</b>	Understand how to read a wine label, provide accurate information and how to serve customers.	
<b>Assessment Criteria</b>		
<ol style="list-style-type: none"> <li>2.1. Explain the importance of key information on wine labels.</li> <li>2.2. Explain the key information about wine to be provided to customers.</li> <li>2.3. Describe wine tasting terms used to explain the taste of wine, and its characteristics.</li> <li>2.4. Explain how wine can complement food.</li> <li>2.5. Explain common faults in wine.</li> </ol>		
<b>Learning Outcome 3</b>	Be able to demonstrate how to open a bottle of wine, wine tasting techniques and the etiquette of wine service.	
<b>Assessment Criteria</b>		
<ol style="list-style-type: none"> <li>3.1 Prepare service items for the correct service of different types of wine.</li> <li>3.2 Demonstrate how to open wine correctly.</li> <li>3.3 Demonstrate the correct service of different types of wine within legal requirements.</li> </ol>		



3.4 Demonstrate the correct process for wine tasting techniques for different types of wines.

3.5 Demonstrate how to suggest food and wine pairing.



<b>Knowledge and Service of Non-Alcoholic Drinks</b>		<b>2KSNAD</b>
<b>Unit Purpose and Aim(s)</b>	This unit aims to introduce learners to popular coffees and teas, their countries of origin, how they are made, and the food they may complement. Learners will demonstrate the correct methods to produce, present and serve drinks using equipment safely and understand the benefits and disadvantages of healthier drinks, their ingredients and quality check points.	
<b>Unit Level: 2</b>	<b>Guided Learning Hours (GLH):</b> 25 Hours	<b>Credit Value:</b> 4 Credits (1 credit is 10 hours total study/TQT)
<b>Unit Assessment is by:</b>	One observed practical examination and one MCQ test.	
<b>Learning Outcome 1</b>	Understand popular coffees and teas, country of origin, how they are made, and the food they may complement.	
<b>Assessment Criteria</b>		
<p>1.1. Describe the types of popular coffee available and countries of origin.</p> <p>1.2. Describe the types of popular tea available and countries of origin.</p> <p>1.3. List common descriptions that can be used with coffee and tea.</p> <p>1.4. List foods items that complement tea and coffee and factors that influence taste.</p> <p>1.5. State the main brewing processes for coffee.</p> <p>1.6. Identify the features of an espresso machine and how it is used to make different types of coffee.</p>		
<b>Learning Outcome 2</b>	Demonstrate the correct methods to produce, present and serve drinks using equipment safely.	
<b>Assessment Criteria</b>		
<p>2.1 Demonstrate the correct use of preparation equipment and service equipment to make different types of tea, coffee, and smoothies safely.</p> <p>2.2 Prepare service equipment and ingredients ready to present tea, coffee, and smoothies in the correct way.</p> <p>2.3 Demonstrate how to operate the equipment and the correct brewing process to produce different coffees.</p> <p>2.4 Demonstrate how to correctly texture milk for coffee.</p> <p>2.5 Present different types of tea, coffee and smoothies to the expected standard using the correct service equipment.</p> <p>2.6 State the cleaning process for espresso coffee machines.</p>		



### **Learning Outcome 3**

Understand the benefits and disadvantages of healthier drinks, their ingredients and quality check points.

#### **Assessment Criteria**

- 3.1 State the potential health benefits and potential disadvantages of healthy drinks.
- 3.2 List the different types of popular health drinks.
- 3.3 State the different methods used to make health drinks.
- 3.4 List the ingredients used to make healthy drinks.
- 3.5 Explain the quality points that need to be checked prior to service of healthy drinks.



<b>Knowledge and Service of Cocktails and Craft Beers</b>		<b>2KSCC</b>
<b>Unit Purpose and Aim(s)</b>	This unit aims to introduce the learners to a range of ingredients to make classic cocktails and their variations, to use equipment, accompaniments, garnishes, and drink build techniques to make a range of cocktails. To understand how beers are made, the styles, characteristics, flavours of different beers and how to serve them correctly.	
<b>Unit Level: 2</b>	<b>Guided Learning Hours (GLH):</b> 15 Hours	<b>Credit Value:</b> 2 Credits (1 credit is 10 hours total study/TQT)
<b>Unit Assessment is by:</b>	One observed practical examination and one MCQ test.	
<b>Learning Outcome 1</b>	Understand the range of ingredients required to make classic cocktails and their variations.	
<b>Assessment Criteria</b>		
1.1 Identify the most popular spirits, the process of production and the main ingredients. 1.2 List and describe other alcoholic drinks. 1.3 State the main types of classic cocktails and variations. 1.4 Describe the characteristics of sour based cocktails. 1.5 List additional ingredients used in making classic cocktails. 1.6 State the correct drink build techniques.		
<b>Learning Outcome 2</b>	Demonstrate how to use equipment, accompaniments, garnishes, and drink build techniques to make a range of cocktails.	
<b>Assessment Criteria</b>		
2.1. Identify the specialist equipment used to make a range of cocktails. 2.2. Identify the accompaniments and garnishes required when making cocktails. 2.3. Demonstrate the correct drink build techniques used to make a range of classic cocktails. 2.4. Check that the drinks meet quality requirements for each cocktail produced. 2.5. Identify and describe the key information about cocktails that a customer may expect.		
<b>Learning Outcome 3</b>	Understand how beers are made the styles, characteristics, flavours of different beers and how to serve them correctly.	
<b>Assessment Criteria</b>		
3.1 Explain beer production methods. 3.2 Describe the characteristics of different beers. 3.3 Explain terms used to describe beer. 3.4 Demonstrate the correct service of beer. 3.5 Describe different faults that occur in beer.		



Enhanced Food and Beverage Service Knowledge and Skills		2EFBS
<b>Unit Purpose and Aim(s)</b>	The aim of this unit is to introduce learners to the factors that contribute to enhancing the dining experience, including demonstrating the importance of menu knowledge as well as understanding and demonstrating enhanced service skills.	
<b>Unit Level: 3</b>	<b>Guided Learning Hours (GLH):</b> 30 Hours	<b>Credit Value:</b> 5 Credits (1 credit is 10 hours total study/TQT)
<b>Unit Assessment is by:</b>	One observed practical examination and one MCQ test.	
<b>Learning Outcome 1</b>	Understanding the factors that contribute to enhancing the dining experience.	
<p><b>Assessment Criteria</b></p> <p>1.1 Describe the factors that contribute to an excellent customer service experience.</p> <p>1.2 Describe the benefits of enhanced customer service for the customers and the business.</p> <p>1.3 Explain the key external influences on the food and beverage industry.</p> <p>1.4 Explain the influence that changes in lifestyles have had on eating and drinking.</p> <p>1.5 State the meaning of gastronomy in relation to food.</p> <p>1.6 Explain how the use of senses enhances the appreciation of the taste and texture of food, and how when combined they create new flavours.</p> <p>1.7 Explain how food and drink can enrich and complement each other.</p>		
<b>Learning Outcome 2</b>	Understand and demonstrate the importance of menu knowledge.	
<p><b>Assessment Criteria</b></p> <p>2.1 Describe accurately dishes on the menu to customers.</p> <p>2.2 Explain and demonstrate how dishes should be served correctly to customers.</p> <p>2.3 Provide recommendations for alternative dishes to customers.</p> <p>2.4 Explain the place of origin of ingredients and dishes to customers.</p> <p>2.5 Identify and explain the main food allergens that cause allergic reactions.</p> <p>2.6 Explain why it is important to inform customers of any menu items containing allergens to prevent allergic reactions.</p>		
<b>Learning Outcome 3</b>	Understand and demonstrate enhanced service skills.	
<p><b>Assessment Criteria</b></p> <p>3.1 Describe a range of culinary skills used by service staff in the restaurant.</p> <p>3.2 Prepare equipment and ingredients for enhanced food service.</p> <p>3.3 Demonstrate hygienic working practices whilst demonstrating culinary skills.</p>		



- 3.4 Demonstrate culinary skills in the restaurant.
- 3.5 Demonstrate attentive customer service at all times.

# 10. Assessment Samples

## Observed Practical Examination(s)

The following are examples of activities in the practical exams for each unit:

Unit	Activity (Numbering refers to Learning outcome/assessment criteria, e.g., 1.3)
<b>Customer Service Skills</b>	1.3 Demonstrate how to communicate clearly to establish a good rapport with customers and ask relevant questions to determine their needs.
	2.3 Provide service correctly and check that the customer is satisfied.
	5.4 Demonstrate how to deal with customers who have a problem.
<b>Restaurant and Bar Service 1</b>	2.2 Prepare and clean areas for table and tray service.
	3.1 Demonstrate how to greet and seat customers and take orders in a restaurant.
	3.3 Serve customers in line with service style.
<b>Restaurant and Bar Service 2</b>	4.2 Provide customers with accurate information about drinks and identify their requirements.
	4.3 Dispense and serve drinks in the correct measures and at the recommended temperature.
	4.4 Promote additional products as appropriate.
<b>Wine Knowledge and Service</b>	3.1 Prepare service items for the correct service of different types of wine.
	3.2 Demonstrate how to open wine correctly.
	3.3 Demonstrate the correct service of different types of wine within legal requirements.
	3.4 Demonstrate the correct process for wine tasting techniques for different types of wines.
	3.5 Demonstrate wine and food selection suggestions.
<b>Knowledge and Service Non-Alcoholic Drinks</b>	2.1 Demonstrate the correct use of preparation equipment and service equipment to make different types of tea, coffee and smoothies safely.
	2.2 Prepare service equipment and ingredients ready to present tea, coffee and smoothies in the correct way.
	2.3 Demonstrate how to operate the equipment and the correct brewing process to produce different coffees.
	2.4 Demonstrate how to correctly texture milk for coffee.
	2.5 Present different types of tea, coffee and smoothies to the expected standard using the correct service equipment.
	2.6 State the cleaning process for espresso coffee machines.



<b>Knowledge and Service of Cocktails and Craft Beers</b>	2.3 Demonstrate the correct drink build techniques used to make a range of classic cocktails.
	2.4 Check that the drinks meet quality requirements for each cocktail produced.
	3.4 Demonstrate the correct service of beer
<b>Enhanced Food and Beverage Service Knowledge and Skills</b>	2.3 Provide recommendations for alternative dishes to customers.
	2.4 Explain the place of origin of ingredients and dishes to customers.
	3.2 Prepare equipment and ingredients for enhanced food service.
	3.3 Demonstrate hygienic working practices whilst demonstrating culinary skills.
	3.4 Demonstrate culinary skills in the restaurant.
	3.5 Demonstrate attentive customer service to customers at all times.



## MCQ Sample Questions

Question 1	Which of the following ingredients are added to a Virgin Mojito: a) Peppermint. b) Mint. c) Green colouring. d) Basil.	1 mark
Question 2	A feature of excellent customer service is: a) Telling the customer about yourself. b) Minimising customer interaction and contact. c) Seeing the customer as a commodity. d) Exhibiting open body language & professional communication.	1 mark
Question 3	If you were not able to answer a customer's question, query, or problem, the FIRST thing you should do is: a) Turn away and hope they will leave. b) Ask a colleague or supervisor to help. c) Tell them to come back later. d) Tell the customer you do not know the answer.	1 mark
Question 4	American plan means: a) Full board. b) Room only. c) Room & Breakfast. d) All inclusive.	1 mark

# 11. Resources and/or Equipment Required to Deliver the Qualification

Unit	Development / Resource	✓
<b>All units</b>	The Centre will be required to devise a set of brand standards to be used for assessment of learners demonstrating that they can deliver excellent customer service in line with business/brand standards and standard procedures.	
	Centres will be required to devise standards for the following units: -Restaurant & Bar Service 1 & 2. -Service of wine, coffee, tea, healthy drinks, cocktails, craft beers. -Enhanced food & beverage service.	
	Centres will be required to document the required standards for personal appearance and personal presentation.	
	Centres will be required to document a customer complaints policy.	
	A booklet prepared by the Centre outlining the range of Country legislation relating to food hygiene, health & safety, and personal presentation.	

## Equipment Summary

<b>Restaurant and Bar Service 1 &amp; 2</b>  <b>Enhanced Food and Beverage Service</b>  <b>Knowledge and Service of Wines, Cocktails and Craft Beers</b>	Tables and chairs for restaurant service at the correct height Tablecloths and linen or paper napkins Tray- liners for room service trays Menu holders Selection of drinks menus Selection of different menus (breakfast, lunch, afternoon tea and dinner) Cleaning cloths and cleaning fluid Storage unit/dumb waiter for storage of crockery & cutlery Salt and pepper set & condiment holders Food waste bins and liners, bottle bin Flower vases Optics (for wall- mounting) Cocktail shakers Wine rack, wine fridge, ice buckets & stand An electronic system or manual system for taking for food and drink orders. Order pads – if manual system. Gueridon service equipment.
--	--



	<p>Plates, bowls, , sauce boats Cutlery and service cutlery Soup tureens, ladles. Service dishes and stainless steel flats, cloches Tea pots, coffee pots, milk jugs, sugar bowls, cups, saucers, mugs Cake stands Glasses - red &amp; white wine, champagne, water, beer, cocktail Glass cloths Trays Bread baskets</p>
	<p>Wine decanter/aerator Wine menu Selection of different wines, spirits, mixers, fruit juices Bottle bin Wine opener/corkscrew, foil cutter, wine preserver, wine collar Bottle opener Champagne stopper Polishing cloth Tasting notebook</p>
	<p>Cocktail sticks, straws, napkins Thimble measures Boston Shaker can stainless steel Bar cocktail spoon, muddlers, knife Chopping board, zester Stainless steel pourer medium free flow Chopping board Condiment dispenser</p>



Equipment Summary		
<b>Knowledge &amp; Service of Non-Alcoholic Drinks</b>	Espresso Machine Grinder Filter Machine Aeropress, Moka Pot. Percolator Cafetiere Whipped Cream Dispenser Thermometers Fridge Freezer Cerve (ibrik)	Digital scales Latte jugs Bell jugs Tamper. Tamping mat Shot timer Grinder brush / paintbrush Group head brush Backflush tablets / powder Blanking disk / blind filter Milk jug thermometers
<b>Service Equipment for Serving a Range of Hot Drinks</b>	Coffee cups. Demi-tasse cups Glass- Cappuccino Conic Oslo Geo Tall coffee Tazzine Oslo Irish coffee Shot glasses Double walled Spoons, saucers, milk jugs, sugar bowls	Fermented drinks and smoothies: Fruits and vegetables Yogurt and alternatives Fibre: seeds and nuts Liquids: milk, water, and fermented liquids Protein powders Spices and blends



## 12. About CTH

CTH, the Confederation of Tourism & Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

### Policies

CTH policies are available to Approved Centres and learners to refer to in the administration and the delivery of the programme.

### Location

CTH's offices are located in central London, United Kingdom, within easy walking distance of underground and bus stops. We always welcome visits from Centres and encourage this wherever possible.

### Website & Contact Details

<b>Website:</b>	<a href="http://www.cthawards.com">www.cthawards.com</a>
<b>Email:</b>	<a href="mailto:info@cthawards.com">info@cthawards.com</a>
<b>Telephone:</b>	CTH Switchboard +44 (0)20 7953 4006
<b>Skype:</b>	CTH Awards
<b>Twitter:</b>	@cthawards
<b>Facebook:</b>	cthawards

CTH Awards Ltd is registered in England, company number 07082338.  
Confederation of Tourism & Hospitality is the trading title of CTH Awards Ltd.

This document is published by CTH Awards Ltd. trading as the Confederation of Tourism & Hospitality.



This publication may not be reproduced, stored or transmitted in any form or by any means except with the prior permission in writing of the publisher, or in the case of reprographic reproduction in accordance with the terms and licences issued by the Copyright Licensing Agency.