



(NCV) NATIONAL CERTIFICATE VOCATIONAL

DATE	SUBJECT	ACTIVITY
LEVEL 4		
6 – 10 July 2020	Hospitality Services L4	<p>Topic 4: Maintain the drink service</p> <p><u>Subject Outcome:</u></p> <p>Maintain the drinks service in own area of responsibility and communicate effectively with staff members to ensure that service standards are maintained and customer service is enhanced.</p> <p>Learning Outcomes: (Pages 143 - 161)</p> <ul style="list-style-type: none">• Devise ways to motivate staff in increasing sales.• Discuss ways to deal with violent or disruptive customers. Identify the guidance that should be provided to staff in this area.• Understand why equipment should be maintained safely and hygienically.• Implement the fault and maintenance reporting procedures and complete all the necessary paperwork.• Complete all set-up procedures required prior to service delivery including cleaning; clearing and restocking the drinks service area and preparing all equipment ready for service. <p>Go through extra notes provided.</p> <p>Use PowerPoint slides posted on Whatsapp group.</p>