



THE
LEARNING
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GROUP

Introduction

The National Certificate: Fast Food Services at an NQF level 3, is an entry level qualification aimed at individuals working in the fast food, take-away, and restaurant sectors.

It covers the key skills and techniques of food storage, preparation and delivery, hygiene, cleaning, health and safety, take-away, counter and table service, operating payment processes, and receiving, storing and issuing food and goods.

Delegates will gain skills in Customer Service, Sales, Communication, Self-development, operating a computer and the fundamentals of how a business functions.

The qualification articulates well into NQF level 4 programmes in the restaurant and hospitality sector.

Target Audience

The National Certificate is primarily for individuals working in fast food and take-away outlets and restaurants in food preparation, cooking or serving.

Individuals waiting on tables, assisting in events and junior chefs and supervisors will all benefit from this qualification.

The qualification offers career progression into other areas of the hospitality and tourism sector, especially in food preparation, health and safety and stock and storage management.

Entry Requirements

- A GEC certificate or equivalent at level 1.

Workplace Requirements

- Access to a commercial food service environment that prepares and cooks food, receives and stores stock and serves food.
- Access to payment processing points.
- Access to a PC, software and the internet.

Hospitality & Tourism

NC: Fast Food Services

CATHSSETA Certification

SAQA ID: 14115

NQF Level: 3

Credits: 138

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all lectures and sessions and complete practical workplace experiential learning.
- Demonstrate theoretical and practical understanding of programme content.
- Complete and present practical assignments.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the NC: Fast Food Services, level 3, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Describe the service and facilities of an establishment.
- Operate a computer and payment point, conduct basic calculations, process payments and handle and record refunds.
- Communicate effectively, manage self-development and conduct workplace coaching.
- Maintain effective working relationships and display cultural awareness.
- Offer effective customer service.
- Prepare, clear areas, and provide table, counter and take-away service.
- Prepare and cook certain types of food.
- Maintain and monitor health, hygiene, safety and security in food preparation, storage and service environments.
- Maintain a cleaning programme.
- Maintain receipt, storage and issue of food and identify short term supply needs.
- Describe the different hospitality sectors.
- Provide First Aid



Course Content

NC: Fast Food Services
Accreditation Body: CATHSSETA

SAQA ID: 14115 | **Learning Programme: NA**
NQF Level: 3 | **Credits: 138**

Module 1: Health, Hygiene, Cleaning, Safety and Security

- Describe the layout, service and facilities of an establishment
- Maintain a secure and safe working environment
- Maintain health, hygiene and professional appearance
- Monitor and maintain health, safety and security
- Describe the sectors of the hospitality, travel and tourism industries
- Handle and store cleaning equipment and materials
- Handle and dispose of waste
- Maintain hygiene in food preparation, cooking and storage
- Maintain the cleaning programme for own area of responsibility
- Provide First Aid

Module 2: Customer Service

- Provide Customer Service
- Display cultural awareness in dealing with customers and colleagues
- Maintain effective working relationships with other staff members
- Monitor customer satisfaction
- Plan, organise and monitor work in own area of responsibility
- Sell a product or service

Module 3: Communication and Self Development

- Communicate in a business environment
- Process incoming and outgoing telephone calls
- Communicate verbally
- Prepare written communication
- Conduct on-the-job workplace coaching
- Develop self within the job role
- Source information about self-employment opportunities
- Identify work opportunities

Module 4: Stock Management

- Maintain receipt, storage and issuing of goods
- Identify short-term supply needs
- Accept and store food deliveries

Module 5: Food Preparation

- Handle and maintain knives
- Prepare, cook and assemble food for quick service
- Prepare and fry food
- Prepare, cook and present coated chicken
- Prepare hot and cold sandwiches
- Prepare fruit and vegetables for hot and cold dishes

Module 6: Table and Counter Service

- Prepare and clear areas for table, counter and take-away service
- Provide a table, counter and take-away service

Module 7: Computers, Payment and Business Operations

- Operate a computer and maintain data on a computer system
- Perform basic calculations
- Process payments and operate a payment point
- Handle and record refunds
- Analyse a business and how it functions



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