



QQI - Course Profile Sheet



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| COURSE TITLE: Restaurant Skills | | COURSE CODE: 5N2080 |
| NQF Level: 5 | Credit Value: 30 | Category of Award: Minor |
| Course Duration: | 5 days | |
| Entry Criteria: | To access this award the learner should have reached the standards of knowledge, skill and competence associated with level 4 of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience. | |
| Course Outcomes: By the end of this training course you will: | | |
| <ol style="list-style-type: none"> 1. Identify the key components of effective restaurant service including premises management and desirable attributes of personnel. 2. Demonstrate the specific skills required to ensure an excellent consumer restaurant experience including customer care, table service, menu analysis and event organization. 3. Identify the key features of good service to clients. 4. Demonstrate effective communication techniques used in the restaurant environment, with attention to customer etiquette, complaints procedures, staff communications and selling techniques. 5. Communicate effectively with clients and deliver first class service. 6. Recognize the structures underpinning the Irish restaurant sector, including national hospitality entities and key representative bodies. 7. Demonstrate a clear knowledge and understanding of the sequence of service. 8. Provide information on wines choices available and make recommendations based on food selection choices. 9. Gain a working knowledge of table settings and techniques required to serve food and beverage to clients within a restaurant and lounge environment. 10. Recognize and deliver tray service. 11. Effectively demonstrate table clearing techniques. 12. Practice appropriate health and safety protocol to comply with contemporary legislation | | |
| Assessment Format: | Project 30% Skills Demonstration 70% | |
| Progression Options: | Successful completion of this component award enables the learner to transfer to programmes leading to other certificates where this component is a mandatory or an elective requirement. | |
| Policy on Reasonable Accommodation: | If you as a learner are aware of any challenge that may prevent you from succeeding on this programme of learning please be aware that you may apply for 'reasonable accommodation' as part of our policy on Fair and Consistent assessment of learners Section 6:4. In most cases we are in a position to offer a reasonable accommodation remedy at no extra cost to the learner. In some instances, a fee may be applied. Applications for reasonable accommodations are examined on a case by case basis as no two learning challenges are the same. In instances where a fee would need to be applied the learner would be notified in advance. | |
| English Language Proficiency: | This course is delivered and assessed in English and is suited to learners with a language proficiency ranging from CEFR B2 – C2. If you are unsure about your level of language proficiency, we will provide a simple English language assessment for your convenience. | |
| Additional Charges: | <p>We make every effort to ensure that all services associated with your course fall within the course fees as advertised. Other services that learners may need to avail of but fall outside of the course fees are:</p> <ul style="list-style-type: none"> • Late Submission/Extension fees - €60 • Resubmission of assessment for remarking €40 (1st Assignment) & €20 (all subsequent assignments). • Tutorials 75€ per hour. • Please see learner handbook page 40 for more information and exemptions. | |

For Further information on this course contact our office on 051 385720 or email Jim@newlinkstraining.com