



HOSPITALITY CORE SKILLS, NQF LEVEL 1-2

NO	UNIT ID #	<u>UNIT ID TITLE</u>
1.	42	Follow workplace health , safety and hygiene procedures in a hospitality establishment
2.	43	Prepare for and provide customer care in a hospitality establishment
3.	44	Work with colleagues and customers in a culturally diverse hospitality environment
4.	45	Conduct basic oral and written communication in English in a hospitality establishment
5.	47	Dispose of waste in a hospitality establishment
6.	48	Conserve resource and report maintenance requirements in a hospitality establishment
7.	51	Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment
8.	52	Use business communication devices in a hospitality establishment
9.	53	Provide basic information on tourist attraction in Namibia
10.	268	Demonstrate knowledge of the hospitality industry and related jobs and career pathways
11.	516	Conduct basic workplace oral communication in an Asian, African or European language other than English in a hospitality establishment
12.	1079	Implement procedure for lost and found items in a hospitality establishment

STRAND A, NQF LEVEL 2

NO	UNIT ID #	<u>STRAND A : ACCOMMODATION SERVICES</u>
		<u>UNIT ID TITLE</u>
1.	54	Provide porter services in a hospitality establishment
2.	278	Utilize basic computing skills as part of front office operations
3.	64	Practise environmental ethics in a hospitality establishment
4.	56	Clean guest rooms, public and service areas in a hospitality establishment
5.	290	Operate a laundry service areas in a hospitality establishment

Unit ID: 56 Elective

STRAND B, NQF LEVEL 2

NO	UNIT ID #	<u>STRAND B: FOOD & BEVERAGE SERVICE</u>
		<u>UNIT ID TITLE</u>
1.	61	Identify food items and basic ingredients in a hospitality establishment
2.	62	Undertake pre-preparation if food items hospitality establishment
3.	309	Demonstrate knowledge of common types and uses of food preparation equipment in a hospitality establishment
4.	314	Prepare and present sandwiches in a hospitality establishment
5.	292	Practise food safety methods in a hospitality establishment
6.	59	Demonstrate knowledge of basic beverage terminology
7.	60	Set tables in a hospitality establishment
8.	299	Prepare and serve non-alcoholic cold drinks in a hospitality establishment
9.	63	Clean food production area, equipment and utensils in a hospitality establishment
10.	305	Clean and tidy bar area in a hospitality establishment

Unit ID: 63 Elective