

Level 2 NVQ Diploma in Food and Beverage Service

Location	Altrincham Campus
Course Type	College 16-18
Department	Hospitality & Catering
Start Date	Tuesday 1st September 2026
Course Code	AFP-HO2D-1700

Course Overview

The Level NVQ 2 Diploma in Food and Beverage Services is designed to give you the knowledge and practical skills needed to work in the hospitality industry, especially in restaurants, hotels, bars, and other food service environments. These employer approved qualifications cover a good grounding for a variety of hospitality areas such as; front office, housekeeping, food and beverage, cookery and hospitality services all leading to employment opportunities.

You will also have the opportunity to work in our commercial Aspire Restaurant

Course Requirements

Level 1 Hospitality 4 GCSES at grade 3 including English and math's

What You Will Learn

1. Food and Beverage Service Skills
 - Table service (silver service, plated service, buffet, etc.)
 - Taking orders and serving food and drinks professionally
 - Understanding menus and explaining dishes to customers
2. Customer Service
 - Providing excellent guest service
 - Handling complaints and special requests
 - Communicating effectively with guests and team members
3. Beverage Knowledge
 - Knowledge of non-alcoholic and alcoholic beverages
 - Basic wine service and wine pairing
 - Bar and caf, service (tea, coffee, cocktails, etc.)
4. Health, Safety, and Hygiene
 - Food safety and hygiene regulations
 - Personal hygiene and workplace cleanliness
 - Safe handling of equipment and food
5. Teamwork and Communication
 - Working efficiently as part of a team
 - Communicating with kitchen staff and front-of-house
 - Problem-solving in real-time service situations
6. Payment and Billing Procedures
 - Using Point of Sale (POS) systems
 - Handling cash and card payments
 - Balancing bills and closing tables

Assessment

Continual summative assessment with candidates undertaking practical work and producing written evidence to meet the requirements of the certificate. a portfolio of evidence will be produced.

Progression

On completion of this qualification learners may progress into employment on to the following qualifications:

- Level 3 NVQ in Hospitality Supervision and Leadership (NVQ)

Career Options

Hospitality professional
Event and banqueting
Housekeeping
Restaurant manager
Sales and development
Cocktail and mixology specialists

Mandatory Units

Maintain a safe hygienic and secure working environment
Work as part of a hospitality team
Maintain food safety
Give customers a positive impression of self and your organisation

Contact Details

For further information please contact T: 0161 886 7070 or E: info@trafford.ac.uk

Disclaimer

Although every care has been taken to ensure that the information contained within this document is accurate, there may be changes to this programme and provision. We will endeavour to keep prospective and current students updated where appropriate and when the information becomes available.