

Table of Contents

- : Investigating the catering and hospitality industry
 - - : The hospitality industry
 - : Food and beverage operations
- : Underpinning knowledge and skills
 - - : Service areas and equipment
 - : Cellar work
 - : Applying personal workplace skills
 - : Legislation in food and beverage service
 - : Health, safety and security
 - : Food safety
 - : Principles of customer service
- : Menu and beverage product knowledge
 - - : Menus and menu planning
 - : Menu knowledge
 - : Wine and drink lists
 - : Non-alcoholic beverages (soft drinks)
 - : Hot beverages
 - : Alcoholic beverages
- : Service skills
 - - : Essential technical skills
 - : Preparation for service
 - : Taking customer orders
 - : Food service skills
 - : Beverage service skills
 - : Bookings, billings and revenue control
- : Annex: Cocktails and mixed drinks