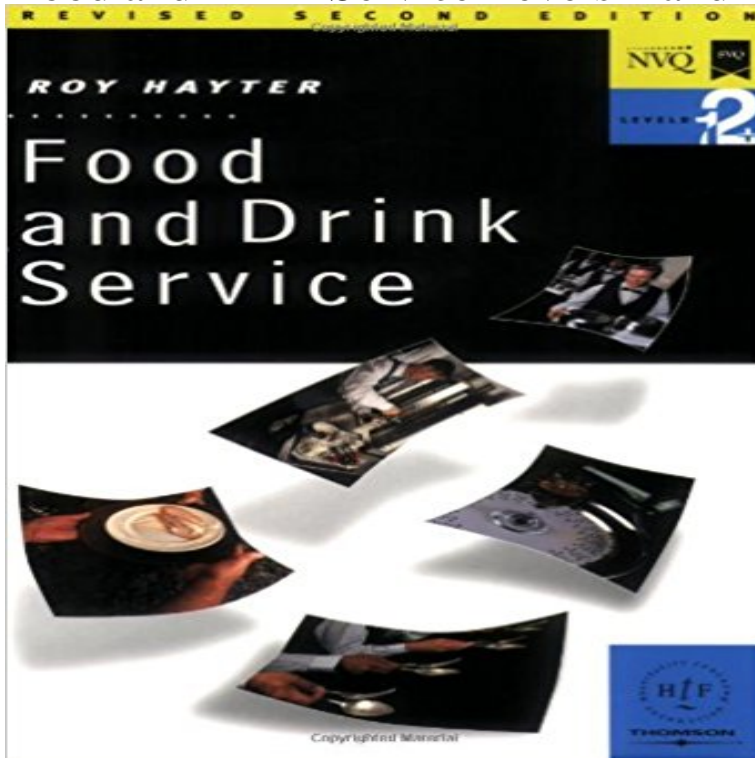


Food and Drink Service Levels 1 and 2 (Hospitality)



Food and Drink Service will help everyone working in what is the industry's fastest growing, most dynamic sector and those preparing for a career in food and drink service. By focusing on customer and workplace needs, Roy Hayter enables the skills and knowledge which underpin today's successful food service operators to be applied in a meaningful context whatever the style or type of restaurant. The text covers food and drink service units at NVQ/SVQ levels 1 and 2, as well as table/tray, counter and take-away service (level 1) and restaurant service (level 2). The free-standing unit on silver service is also included. The approach is practical and relevant to the needs of the industry today. Activities such as quizzes, case studies and role plays encourage readers to gain useful workplace information and the ability to adapt this to changing circumstances. The book is suitable for work and college-based training, as well as for open learning and self-study. This revised second edition includes: practice questions aimed at the main method of assessment for this level of student; more practical activities; coverage of counter and take-away service, drink and food service in licensed premises, and trolley and vending operations; and particular emphasis on health and safety issues, relating hygiene, safety and security to good customer service.

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