CATHSSETA Accredited

TABLE **ATTENDANT**

DISTANCE LEARNING

Title:	Table Attendant
CATHSSETA ID:	HSP/TblAtt/2/0025
NQF Level:	2
Credits:	42
Type:	Skills Programme
Duration:	9 Weeks
Enrolments:	Start anytime. Enrolments open until 11 June 2027

COURSE **OVERVIEW**

Learn to provide attentive and efficient table service to enhance every guest's dining experience.

This course equips learners with the knowledge and practical skills needed to work as professional table attendants in the hospitality industry. Learners will develop high standards of personal hygiene, professional conduct, communication, customer service, and workplace safety while gaining an understanding of their role in creating positive guest experiences. The programme also provides practical training in preparing dining areas and delivering professional table, drink, buffet, carvery, silver, and wine service in accordance with organisational standards. Throughout the course, emphasis is placed on hygiene, efficiency, teamwork, attention to detail, and customer satisfaction to prepare learners for success in a hospitality environment.

COURSE **PURPOSE**

The Table Attendant Skills Programme is designed to equip learners with the essential service and customer care skills required in food and beverage environments. The programme covers health, hygiene and professional appearance; understanding the layout, services and facilities of the establishment; setting tables and folding napkins; taking and placing orders; serving food at the table; and providing buffet or carvery service.

This course will help learners to grow in their careers by improving their skills, enhance employability, give better customer service, and exceed expectations within the hospitality industry.

Effective table attendant training plays a key role in delivering excellent customer service, maintaining high standards of food safety and hygiene, and ensuring smooth restaurant operations. Well-trained attendants are better equipped to provide quality service, recommend menu items that increase sales, work efficiently as part of a team, and create positive dining experiences that encourage repeat business.

LEARNING **OUTCOMES**

The following Unit Standards (US) are covered in the course and upon completion the learner will be able to:

- Maintain health, hygiene & professional appearance (US 7800).
- Describe layout, services & facilities of the organisation (US 7793).
- Maintain a safe working environment (US 7799).
- Perform basic calculations (US 7812).
- Maintain a secure working environment (US 7796).
- Maintain effective working relations with other members of staff (US 11235).
- Process incoming and outgoing telephone calls (US 7790).
- Communicate verbally (US 7794).
- Provide a customer service (US 7789).
- Prepare and clear areas for table service (US 7740).
- Provide a table service (US 7742).
- Provide a table drink service (US 7744).
- Provide a carvery/buffet service (US 7745).
- Provide a silver service (US 7747).
- Serve bottled wines (US 7750).

COURSE **MODULES**

Module 1: Personal Development

This module equips learners with the knowledge and skills to maintain high standards of personal health, hygiene, and professional appearance, contributing positively to the organisation's image. Learners will gain an understanding of the workplace environment, available services and facilities, and their role in providing accurate information and representing the organisation professionally. The module also develops essential numeracy skills, including basic calculations, percentages, fractions, decimals, and the accurate use of the metric system.

Module 2: Safety and Security

This module equips learners with the knowledge and skills to identify and respond to factors, faults, incidents, or damage that may increase safety and security risks for staff and customers. Learners will develop the ability to use relevant technology effectively, implement appropriate safety and security measures, and contribute to maintaining a safe and secure working environment. The module also highlights the positive impact that strong safety and security practices have on customer confidence, operational efficiency, and business revenue.

Module 3: Communication and Customer Care

This module develops the communication and customer service skills required to operate effectively in a service-oriented environment. Learners will gain the ability to communicate clearly and professionally using both verbal and non-verbal methods, use the telephone effectively, and provide excellent customer service while handling complaints and incidents appropriately. The module also focuses on teamwork, professional conduct, confidentiality, and the importance of building positive relationships with both internal and external customers to support the smooth operation of the workplace.

Module 4: Table and Drink Service

This module equips learners with the knowledge and practical skills to prepare and maintain dining areas for service in a hygienic, organised, and efficient manner. Learners will develop the skills to provide professional table, drink, buffet, carvery, silver, and wine service while prioritising customer needs and working within

organisational standards and timeframes. Emphasis is placed on attention to detail, effective organisation, product knowledge, and delivering high-quality service to enhance the overall dining experience and customer satisfaction.

DELIVERY **METHOD**

The entire course is available electronically. You will receive your course material & the supporting documents (assessment guide, learner guides, workbooks, logbook) via email. This is a self-study / distance learning course that will require workplace experience / practical. Your portfolio of evidence (POE) will also be submitted electronically via email.

- Distance learning.
- Self-study.
- Workplace practical.

WORKPLACE **EXPERIENCE**

You will be responsible to source an adequate workplace for your workplace practical. You will have to complete a logbook, along with your workplace supervisor/coach, to record your practical experience. For this unit standard you will have to complete a minimum of 20 days (4 weeks) of practical.

WHAT **YOU'LL NEED**

- Internet connection & data.
- Access to a computer / laptop with a PDF reader and Microsoft Word.
- Access to email.
- Access to printer / scanner (optional).

ENTRY **REQUIREMENTS**

- Able to read, write, and understand English.
- Valid identification (ID or Passport).

COMPETENCY **REQUIREMENTS**

The following assessments will be required to be completed by the learner:

- Assignments / workbooks (theory).
- Logbook (workplace practical).

CERTIFICATION

- CATHSSETA Skills Programme Certificate.
- Drum Beat Academy Certificate.

CAREER **OPPORTUNITIES**

Potential career paths after completion:

- Entry level role at accommodation establishments (hotel, lodge, restaurant).
- Entry to 'front of house' operations.
- Pathway to head server.
- Pathway to restaurant host / hostess.
- Server in the private sector (catering services).

COURSE **DATES**

This is a distance learning course, and you can start your course at any time.

PRICE **& PAYMENT OPTIONS**

Once-off Payment: ~~R6 550.00~~ **SPECIAL R4 000.00 save R2 550.00**

Pay Per Module: ~~R1 750.00 per module (x 4 modules = R7 000.00 total)~~
R1 150.00 per module (x 4 modules = R4 600.00 total)

Combo Specials: Buy any x 2 skills programmes and get 10% discount.
Buy any x 3 skills programmes and get 15% discount.
Buy any x 4 skills programmes and get 20% discount.

WHAT'S **INCLUDED**

- Training material.
- Assessments and moderation.
- Certification.
- Learner support.

REGISTRATION **PROCESS**

Step 1: Complete enrolment form and submit to info@drumbeatacademy.co.za.
Step 2: We will send you a proforma invoice (quote) for your chosen module/s.
Step 3: Make payment via EFT / direct deposit.
Step 4: Email proof of payment to info@drumbeatacademy.co.za.
Step 5: Your learner guide and supporting documents will be emailed to you.
Step 6: Study the learner guide.
Step 7: Complete all required documents (workbooks, logbook) and email them (in PDF format) to your support facilitator/assessor. Documents can be completed in your own handwriting or electronically (unless otherwise stated).
Step 8: Once your full portfolio of evidence has been received (per module) it will be assessed, and feedback given regarding competence.
Please Note: Modules should be done in order. The first module must be completed before the next module will be sent to you.

SUPPORT

Support is available during office hours 08:00 – 15:00, Monday – Friday. The contact details for your support facilitator/assessor will be allocated to you for each module you enrol for. Your support facilitator/assessor will be available via phone, email, or an appointment can be made to see them in person (or via video call).

WHY **STUDY WITH US?**

- CATHSSETA Accredited Training Provider.
- 32 years of experience in education and training.
- Industry-experienced facilitators.
- Flexible study options.
- National footprint.
- Learner support.
- Industry-relevant training.
- Proven graduate success.

FREQUENTLY **ASKED QUESTIONS**

- Is the skills programme accredited? Yes, it is accredited through CATHSSETA.
- Do I need matric to do the course? No, you only need to be able to read, write, and understand English.
- Do I need to be a South African citizen to do the course? No, however, to work in South Africa, you will need a valid work permit for the industry.
- Can I study while working? Yes, this course is distance learning (self-study), and you can complete your theory work after hours.
- Is there practical training? No, however, you are required to source your own workplace where practical experience must be completed and added to your logbook.
- Do I need to attend class? No, this is a distance learning course. Your studies will be self-directed and completed within the timeframe given to you.
- How long is the course? This skills programme will take you 8 weeks to complete.
- How long does certification take? Once you've successfully completed all components of your course we will achieve you with CATHSSETA. CATHSSETA certificates take around 4 months to be issued.

QUALIFICATION **ARTICULATION**

This skills programme forms part of:

Title:	National Certificate: Food and Beverage Services
SAQA ID:	14113
NQF Level:	2
Credits:	133 (minimum)
Type:	Qualification

Learners who complete this skills programme may receive credit towards the National Certificate, provided they meet the entry requirements and choose to enrol.

CONTACT **US**

Email:	info@drumbeatacademy.co.za
Phone:	012 460 9585
Website:	drumbeatacademy.co.za
Address:	7 Van Wouw Street, Groenkloof, Pretoria

CONTACT SESSIONS ALSO AVAILABLE & ONSITE GROUP TRAINING