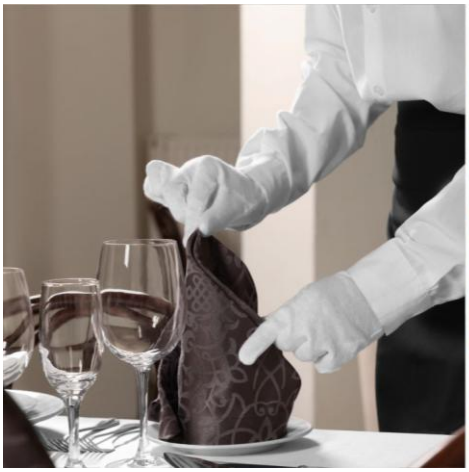
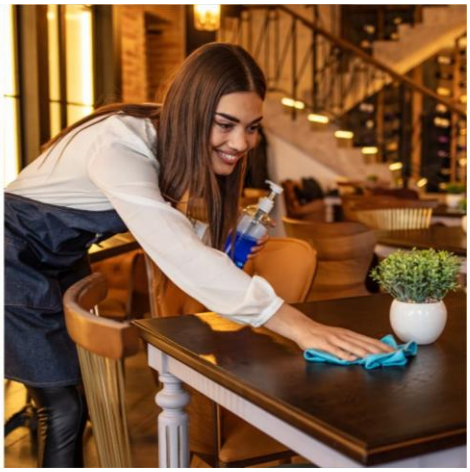
CATHSSETA Accredited

TABLE **ATTENDANT**





IN-HOUSE GROUP TRAINING

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**

In-house (onsite) training at your establishment for a group of learners. Learners will receive hardcopies of their course material and supporting documents (assessment guide, learner guides, workbooks, logbook). The learner's Portfolio of Evidence will be completed partially in class with some assignments to be completed in the workplace.

- Week 1 – 2: Face-to-face contact sessions.
- Week 3 – 6: Workplace practical (under guidance of workplace mentor).
- Week 7 – 9: Self-study, completing workbooks /assignments.

WORKPLACE **EXPERIENCE**

While onsite at the workplace, learners will be expected to be exposed to day-to-day table attendant tasks. They will have to complete a logbook, along with their workplace supervisor/coach, to record their practical experience. For this unit standard they will have to complete a minimum of 20 days (4 weeks) of practical.

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.

COURSE **DATES**

Please contact us to discuss availability. We'll work with you to choose a suitable date for your group training.

GROUP **TRAINING PRICE**

Per Person:	Please contact us for group pricing. Combo specials are available. The more you do the cheaper it is!
Group Size:	Minimum of 8 people. If you have a smaller group, please contact us.

WHAT'S **INCLUDED**

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

WHY **CHOOSE 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.

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

AVAILABLE FOR INDIVIDUALS VIA DISTANCE LEARNING & CONTACT SESSIONS