

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Bookings, Orders and Payments

Unit Reference Number: T/615/8512

Level: Level One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about taking bookings in hospitality	1.1 Identify situations where bookings need to be taken from customers in hospitality settings
	1.2 Outline a simple booking system that may be used
	1.3 Identify the information that is required when taking a booking
2. Know how to take a food order	2.1 Outline how to take an order from a customer
	2.2 Outline the information required by the kitchen to produce a food order
3. Know the information that should appear on a customer bill	3.1 Describe the information that should be provided on a customer bill for hospitality services
4. Know about different types of payment	4.1 Identify different payment methods that customers may use to pay a bill
	4.2 Outline how payment methods are processed
	4.3 List information that should appear on a customer receipt