

Food Service Manager

The work

The foodservice manager is responsible for the complete running of a foodservice operation, whether a commercial operation such as a restaurant or a non-commercial organisation such as a hospital kitchen, conference centre catering facility, company restaurant or any operation run by a contract catering firm.

The main functions of the foodservice manager, who is often called a catering unit manager, are to coordinate all the activities of the foodservice operation, including the service of food. Like the hotel manager, this includes the employment and management of staff. It also includes administration (accounting, stocktaking, calculation of expenses and financing), and the control of all food purchases and issues. He or she ensures that the standard of hygiene and quality are maintained to ensure the health, safety and wellbeing of the personnel and guests. With the chef, the foodservice manager plans menus, coordinates functions and ensures the effective provision of meals daily.

The person

Qualifications vary from employer to employer, but a Diploma in Food and Beverage Management (formerly known as Food Service Management) is usually a requirement. Other employers accept appropriate national qualifications as an entry level point, or no formal qualifications if the candidate has good management potential.

Potential managers must be very hard-working, ambitious and able to get on well with staff and customers.

The courses and institutions

The following institutions specialise in the delivery of Food and Beverage Management, formerly known as Food service Management:

Institution
Cape University of Technology (Cape Hotel School)
University of Technology Witwatersrand (Hotel School)
University of Technology Pretoria
Vaal Triangle University of Technology
Durban Institute of Technology (DIT)
University of Technology of the North
East Cape University of Technology
University of Technology Northern Gauteng

Appropriate national qualifications and learnerships

These qualifications are offered in industry, by some Technical Colleges, and by private training institutions:

Qualification	Learnership	NQF level
National Certificate in Fast Food Services	National Certificate in Fast Food Services	3
National Certificate in Food and Beverage Service	National Certificate in Food and Beverage Service	4
National Diploma in Foodservice Management		5

