



Republic of the Philippines  
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

# NATIONAL CERTIFICATE II

in

## FOOD AND BEVERAGE SERVICES

is awarded to

**HARLEY A. GALVAN**

for having completed the competency requirements under the Philippine TVET Competency Assessment and Certification System in the following units of competency:

( in compliance with the ASEAN Mutual Recognition Arrangement on Tourism Professionals )

Unit Code UNIT CODE	Unit Title BASIC COMPETENCIES
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500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety Procedures

Unit Code UNIT CODE	Unit Title COMMON COMPETENCIES
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TRS311201	Develop and update industry knowledge
TRS311202	Observe workplace hygiene procedures
TRS311203	Perform computer operations
TRS311204	Perform workplace and safety practices
TRS311205	Provide effective customer service

Unit Code UNIT CODE	Unit Title CORE COMPETENCIES
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TRS512387	Prepare dining room/restaurant area for service
TRS512388	Welcome guests and take food and beverage orders
TRS512389	Promote food and beverage products
TRS512390	Provide food and beverage services to guests
TRS512391	Provide room service
TRS512392	Receive and handle guest concerns

Signature of the certificate holder  
Certificate No. **20045802007191**  
ULI: GHA-96-250-01055-001

Issued on : **November 26, 2020**  
Valid until: **November 25, 2025**



**SEC. ISIDRO S. LAPEÑA, PhD., CSEE**  
Director General



CLN-NQ- 5212711