



Republic of the Philippines  
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

## NATIONAL CERTIFICATE II

in

### FOOD AND BEVERAGE SERVICES

is awarded to

**KAREN JOLENE I. RAFOLS**

*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 BASIC COMPETENCIES

500311105 Participate in workplace communication  
500311106 Work in team environment  
500311107 Practice career professionalism  
500311108 Practice occupational health and safety procedures

#### UNIT CODE COMMON COMPETENCIES

TRS311201 Develop and Update Industry Knowledge  
TRS311202 Observe Workplace Hygiene Procedures  
TRS311203 Perform Computer Operations  
TRS311204 Perform Workplace Safety Practices  
TRS311205 Provide Effective Customer Service

#### UNIT CODE CORE COMPETENCIES

TRS512387 Prepare the 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. **19131202013466**

ULI: **RKI-93-787-13088-001**

Issued on : **March 07, 2019**  
Valid until: **March 06, 2024**



CLN-NQ- 3892116

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



**RAFOLS, KAREN JOLENE I.**