



Republic of the Philippines
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

NATIONAL CERTIFICATE II

in

FOOD AND BEVERAGE SERVICES

is awarded to

MARY DAWN M. LATRAS

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

CODE NO.

500311105
500311106
500311107
500311108

BASIC COMPETENCIES

Participate in workplace communication
Work in a team environment
Practice career professionalism
Practice occupational health and safety procedures

CODE NO.

TRS512387
TRS512388
TRS512389
TRS512390
TRS512391
TRS512392

CORE COMPETENCIES

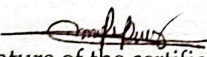
Prepare the dining room/restaurant area for service
Welcome guests and take food and beverage orders
Promote food and beverage products
Provide food and beverage services to guests
Provide room service
Receive and handle guest concerns

CODE NO.

TRS311201
TRS311202
TRS311203
TRS311204
TRS311205

COMMON COMPETENCIES

Develop & update industry knowledge
Observe workplace hygiene procedures
Perform computer operations
Perform workplace & safety practices
Provide effective customer service


Signature of the certificate holder

Certificate No. **17083702018245**

Issued on : **October 15, 2017**

Valid until: **October 14, 2022**

LMM-91-866-08037-001




GUILING A. MAMONDIONG
Director General



MARY DAWN M. LATRAS

CLN-NQ-2155962

