



Republic of the Philippines
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

NATIONAL CERTIFICATE II

in

FOOD AND BEVERAGE SERVICES

is awarded to

CATHERINE L. DILLO

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 Title	Unit Code	Unit Title
500311105	Participate in workplace communication	TRS512387	Prepare the dining room/restaurant area for service
500311106	Work in a team environment	TRS512388	Welcome guests and take food and beverage orders
500311107	Practice career professionalism	TRS512389	Promote food and beverage products
500311108	Practice occupational health and safety procedures	TRS512390	Provide food and beverage services to guests
TRS311201	Develop & update industry knowledge	TRS512391	Provide room service
TRS311202	Observe workplace hygiene procedures	TRS512392	Receive and handle guest concerns
TRS311203	Perform computer operations		
TRS311204	Perform workplace & safety practices		
TRS311205	Provide effective customer service		

Signature of the certificate holder
Certificate No. **17087802003159**
ULI: **DCL-00-728-08037-001**

Issued on : **November 24, 2017**
Valid until: **November 23, 2022**



SEC. GUILING "GENE" A MAMONDIONG
Director General



CLN-NQ- 3290197