



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Silver Service Waiter Techniques and Etiquette

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 243958 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills and knowledge required to provide professional silver service in a fine dining environment. It covers the principles of silver service techniques, table preparation, food and beverage service, and guest interaction to ensure an exceptional dining experience.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	243958
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate correct silver service techniques for serving food and beverages.
- Apply proper table setting and preparation procedures for silver service.
- Implement professional guest interaction and etiquette during service.
- Analyze and respond to guest needs and preferences effectively.
- Evaluate and maintain hygiene and safety standards in the service area.

WHO SHOULD ATTEND

- This course is designed for waiters, waitrons, and hospitality staff who wish to specialise in silver service, as well as supervisors and managers in restaurants, hotels, and catering establishments.

COURSE OUTLINE

Day 1: Foundations of Silver Service

- Introduction to silver service: origins, standards, and SAQA requirements.
- Silver service equipment: types of cutlery, trays, salvers, and their uses.
- Personal grooming, hygiene, and professional attitude.
- Table setup: linen placement, cutlery arrangement, glassware positioning.
- Napkin folding techniques: classic styles for formal dining.
- Beverage service: wine, water, and coffee service etiquette.
- Food service: plating from platters, serving from the left, clearing from the right.
- Guest interaction: greeting, taking orders, handling complaints, and special dietary needs.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **4 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	10 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Mauritius
13 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	17 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	18 Aug 2026	On-Campus	Durban, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 243958) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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