



Accredited Africa Training Institute for Capacity Development

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

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COURSE BROCHURE

Table Service Productivity and Efficiency

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 246753 · NQF Level 4 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips table service staff with the skills to maintain high productivity and efficiency in a restaurant or hospitality setting. Learners will master time management, workflow optimisation, and customer-focused service techniques to enhance operational performance.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	246753
Accreditation	SAQA Accredited · NQF Level 4 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply time management techniques to prioritise tasks and reduce service delays.
- Analyse workflow patterns in the dining area to identify bottlenecks and implement improvements.
- Demonstrate effective communication with kitchen and bar staff to ensure seamless service.
- Implement strategies to maintain cleanliness and organisation in the tables area.
- Evaluate customer feedback to adjust service approaches and enhance satisfaction.

WHO SHOULD ATTEND

- Waitstaff, head waiters, and restaurant supervisors who are responsible for delivering efficient table service in a fast-paced hospitality environment.

COURSE OUTLINE

Day 1: Foundations of Table Service Productivity and Efficiency

- Introduction to productivity and efficiency in hospitality.
- Understanding the guest journey and service touchpoints.
- Common inefficiencies: miscommunication, poor layout, slow processes.
- Time-saving techniques: pre-bussing, tray service, order management.
- Tools and technology: POS systems, handheld devices, pagers.
- Effective teamwork and communication protocols.
- Measuring service performance: turnaround time, table occupancy, guest satisfaction.
- Case studies of efficient table service operations.

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 4**.

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

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 246753) 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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