



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

FOOD AND BEVERAGE SALES AND SERVICE PROVIDER

KNQF LEVEL 4

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**TVET CDACC
P.O. BOX 15745-00100
NAIROBI**

APPLY WORKPLACE ESSENTIAL SKILLS

UNIT CODE: HOS/OS/FB/BC/02/4/B

UNIT DESCRIPTION

This unit covers the competencies required to apply workplace essential skills. It involves utilizing communication skills, promoting work ethical practices, and values, and applying entrepreneurial skills.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace function	These are assessable statements that specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Apply Communication Skills	1.1 Specific communication methods are identified based on workplace requirements. 1.2 Identified <i>communication methods</i> are applied in accordance with workplace requirements. 1.3 Specific written communication strategies are identified based on workplace requirements. 1.4 Identified <i>written communication methods</i> are applied based on the workplace policy. 1.5 Non-verbal <i>communication cues</i> are identified in all areas as per workplace requirements. 1.6 Identified <i>non-verbal communication cues</i> are applied in all areas of the workplace requirements. 1.7 Pathways of <i>oral communication</i> are established as per workplace policy. 1.8 <i>Group discussion techniques</i> are applied based on workplace needs.
2. Promote work ethical practices and values	2.1 Personal management is demonstrated through self-awareness, self-esteem, emotional intelligence, stress management and assertiveness based on scope of work. 2.2 Policies and guidelines are observed as per the workplace requirements 2.3 Self-worth and professionalism is exercised in line with <i>personal goals</i> and organizational policies

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace function	These are assessable statements that specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
	2.4 Code of conduct is observed as per the workplace requirements 2.5 Teamwork is applied as per work place requirements 2.6 Conflicts are resolved between team members in line with organization policy. 2.7 Creative, innovative and practical solutions are developed based on the problem 2.8 Customer concerns and complaints are analyzed and resolved in line with the set organizational culture.
3. Apply Entrepreneurial skills	3.1 Personal finances are managed as per financial procedures and standards 3.2 Savings are managed as per financial procedures and standards 3.3 Sources of personal and business funds are identified as per financial procedures and standards 3.4 Investments are undertaken as per financial procedures and standards 3.5 Entrepreneurial roles and characteristics identified as per principles of Entrepreneurship 3.6 Salaried employment and self-employment are distinguished as per principles of entrepreneurship 3.7 Requirements for entry into self-employment are identified according to business procedures and standards 3.8 Regulatory requirements when starting a small business are identified as per business procedures and standards 3.9 Business planning is undertaken as per resource implications and regulatory framework

RANGE

This section provides the work environment and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Written communication may include but not limited to:	• Memos • Letters • Notices • SMS
2. Non-verbal strategies may include and not limited to:	• Posture • Gestures • Eye contact • Facial expressions • Dressing/Grooming
3. Oral communication pathways may include and not limited to:	• Telephone calls • Face-to-face • Meetings • Interviews
4. Group communication strategies may include but not limited to:	• Body language • Active listening • Concise language
5. Conflicts include but are not limited to:	• Interpersonal Conflict. • Intrapersonal Conflict. • Intergroup Conflict. • Intragroup Conflict.
6. Customer may include but not limited to:	• Loyal • Discount • Impulse • Need-based • Wandering
7. Team may include but not limited to:	• Small workgroup • Staff in a section/department • Inter-agency Group • Virtual teams
8. Creative and Innovation may	• New ideas • Original ideas • Different ideas

Variable	Range
include but are not limited to:	● Methods/procedures ● Processes ● New tools
9. Emerging issues may include but are not limited to:	● Artificial Intelligence ● Data confidentiality ● National cohesion ● Open offices
10. Sources of personal finance may include but are not limited to:	● Salary/Wages ● Investments ● Savings ● Inheritance ● Government Benefits
11. Sources of business finance may include but not limited to:	Equity Financing Debt Financing, Personal Savings/Investment Retained Earnings Grants and Subsidies Crowdfunding Supplier credit: Leasing and Asset Financing:
12. Characteristics of Entrepreneurs may include but are not limited to:	● Creative ● Innovative ● Planner ● Risk-taker ● Networker ● Confident ● Flexible ● Persistent ● Patient ● Independent ● Future-oriented ● Goal oriented
13. Requirements for entry into self-employment may include but not limited to	● Technical skills ● Management skills ● Entrepreneurial skills ● Resources ● Infrastructure

Variable	Range
14. Legal requirements when starting a small business may include but not limited to:	● Business Registration ● Business Name Registration ● Business Permits and Licenses ● Tax Registration ● Compliance with Employment Laws

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Active listening
- Interpretation
- Negotiation
- Writing
- Decision making
- Problem solving skills
- Team work
- Responsibility skills
- Critical thinking
- Organizational
- Negotiation
- Monitoring
- Creative/innovative thinking
- Adaptability
- Conflict management
- Emotional intelligence
- Leadership
- Critical thinking
- Networking
- Basic financial management skills
- Creativity
- Analytical
- Management
- Problem-solving

- Communication

Required Knowledge

The individual needs to demonstrate knowledge of:

- Effective verbal communication methods
- Simple effective questioning techniques
- Workplace etiquette
- Work planning
- Personal hygiene
- Accountability
- Workplace problems and how to deal with them
- Work values and ethics
- Company policies and procedures
- Company operations, procedures and standards
- Flexibility and adaptability
- Concept of time and leisure time
- Decision making
- Work planning
- Organizing work
- Gender and diversity mainstreaming
- Professional growth and development
- creativity
- Innovation
- problem-solving
- customer care
- mentoring and coaching.
- Emerging issues
- Decision making
- Competition
- Budgeting
- Investment
- Personal financial management
- Risk
- Time management
- Market and feasibility studies
- Relevant developments in other industries

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills knowledge, and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Effected written communication based on workplace requirements. 1.2 Exercised non-verbal communication as per workplace requirements. 1.3 Executed group discussion strategies as per workplace policy. 1.4 Promoted team work based on workplace requirements 1.5 Promoted work ethical practices and values as per work place requirements 1.6 Budgeted Personal finance as per financial procedures and standards 1.7 Developed culture of Saving as per personal goals 1.8 Identified sources of personal and business finance as per financial procedures and standards 1.9 Undertook business planning as per resource implications and regulatory framework
1. Resource Implications	The following resources should be provided: 2.1 Appropriately simulated environment where assessment can take place. 2.2 Access to relevant work environments. 2.3 Resources relevant to the proposed activities or task.
2. Methods of Assessment	3.1 Written assessment 3.2 Observation 3.3 Oral assessment 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4 Context of Assessment	Competency may be assessed 4.1 On the job 4.2 In a simulated work environment
5 Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.