



REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT

KNQF LEVEL: 6

ISCED PROGRAMME CODE: 0721 0654 B



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NAIROBI

BANQUETS AND EVENTS MANAGEMENT

UNIT CODE:HOS/CU/FB/CR/05/6/B

Relationship to Occupational Standards:

This unit addresses the unit of competency: Manage banquets and events

Duration of Unit: 190 hours

Unit Description

This unit specifies the competencies required to manage banquets and events. It involves planning banquets and events, overseeing banquets and events and controlling and directing banquets and events.

Summary of Learning Outcomes

- 1 Plan banquets and events
- 2 Oversee banquets and events
- 3 Control and direct banquets and events

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Plan banquets and events	<ul style="list-style-type: none"> • Introduction to banqueting • Factors influencing setting of banqueting business • Banqueting personnel • Culinary techniques • Principles of management • Basic human resource management • Sales and marketing in banquets • Hygiene and sanitation in F&B outlets • Safety and security • Legal aspects • Banqueting service equipment • Banqueting service linen • Banqueting service areas • Banqueting service techniques • Planning banqueting operations • Planning banqueting bars • Customer care • Setting up of banquets and events office • Development of banquets and events standard operating procedures • Forecasting of banquets and events • Banquets and events communication tools • Preparation of banquets and events work schedules • Setting, costing and pricing of banquets and events menu • Banquets and events FF&E and service ware set-up 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

Learning Outcome	Content	Methods of Assessment
2. Oversee banquets and events	<ul style="list-style-type: none"> • Management of banqueting operations • Selling and promotional techniques in banqueting • Customer relations in banqueting • Business communication • Handling of banqueting reservations • Challenges in management of banqueting operations • Banquets and events reservations • Banquets and events activities • Banquets and events set-up • Monitoring banquets and events operations • Handling guest complaints and compliments • Preparation of banquets and events service report • Review of banquets and events menus • Review of banquets and events communication tools 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report
3. Oversee banqueting bars operations	<ul style="list-style-type: none"> • Setting up banqueting bars • Stocking banqueting bars • Stock control • Service of beverages in a banqueting bar • Challenges of managing banqueting bars 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

Learning Outcome	Content	Methods of Assessment
4. Control banquets and events	<ul style="list-style-type: none"> • Basic accounting • Property management • Portion control • Cashiering and billing • Supervising point of sale system • Checking opening/closing stocks • Revenue recording and securing • Safety and security issues • Legal requirements for banquets and events • Monitoring and evaluating Banquets and events operations. • Preparation and dissemination of banquets and events service report 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

Suggested Methods of Instruction

- Instructor led facilitation of theory
- Demonstration by instructor
- Practical work by trainee
- Viewing of related videos
- Case studies
- Role play
- Projects

Recommended Resources

- Service ware
 - Cutlery
 - Crockery
 - Glass ware
 - Hollow ware
- Furniture
 - Tables
 - Chairs
 - Side boards
 - Podiums

- Stage
- Dance floors
- Cocktail tables
- Fittings
 - Lighting
 - Décor and decorations
 - Air conditioners
 - Air fresheners
 - Carpets
 - Drapery
- Equipment
 - Telephone
 - Micros
 - Mats
 - Flip charts
 - LCD Projector
 - Screen
 - Mobile bar
 - Mobile kitchen
 - White board
- Stationery
- Linen
 - Napkins
 - Table cloth
 - Naperon
 - Moltons
 - Seat covers

Cocktail table covers