



**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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## **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**

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

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

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

#### **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