



THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE

KNQF LEVEL: 5

ISCED PROGRAMME CODE: 1013 454 B



TVET CDACC
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NAIROBI

BANQUETS AND EVENTS OPERATIONS

UNIT CODE: HOS/CU/FB/CR/05/5/B

Relationship to Occupational Standards:

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

Duration of Unit: 120 hours

Unit Description

This unit specifies the competencies required to manage banquets and events. It involves preparing, carrying out services and controlling operations in banquets and events.

Summary of Learning Outcomes

- 1 Prepare for banquets and events
- 2 Carry out services in banquets and events
- 3 Carry out bar operations in banquets
- 4 Control services in banquets and events

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Prepare banquets and events	<ul style="list-style-type: none">• Introduction to banqueting• Factors influencing setting of banqueting bar• Banqueting personnel• 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• Customer care• Setting up of banquets and events	<ul style="list-style-type: none">• Observation• Written tests• Oral questioning• Third party report

	<ul style="list-style-type: none"> • Familiarize with banquets and events standard operating procedures • Banquets and events communication tools <ul style="list-style-type: none"> • Menus • Packages • Flyers • Brochures • Banners • Web based tools • Work schedules • Banquets and events FF&E and service ware set-up 	
2. Carry out service in banquets and events	<ul style="list-style-type: none"> • Types of banquets and events • Order of service <ul style="list-style-type: none"> • Starters • Main meal • Dessert • Toasting • Sales and promotions • Customer relations • Business communication • Challenges in carrying out banqueting operations • Banquets and events activities • Banquets and events set-up • Handling guest complaints and compliments 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report
3. Carry out bar operations in banquets	<ul style="list-style-type: none"> • Banqueting bars • Setting up banqueting bars • Stocking banqueting bars • Stock control • Service of beverages in a banqueting bar • Billing • Challenges of operating 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report

	<ul style="list-style-type: none"> • banqueting bars 	
4. Control services in banquets and events	<ul style="list-style-type: none"> • Property care and maintenance • Portion control • Point of sale system • Opening/closing stocks • Safety and security issues • Legal requirements for banquets and events 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report

Suggested Methods of instruction

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

Recommended resources

- Service ware
 - Cutlery
 - Crockery
 - Glass ware
 - Hollow ware
- Furniture
 - Tables
 - Chairs
 - Side boards
 - Podiums
 - Stage
 - Dance floors
 - Cocktail tables
- Equipment
 - Telephone
 - Micros
 - Mats
 - Mobile bar
 - Mobile kitchen
- Stationery

- Linen
 - Napkins
 - Table cloths
 - Naperons / slip cloths
 - Moltons
 - Cocktail table covers