



THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE

KNQF LEVEL 4

ISCED PROGRAMME CODE: 1013 354B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

BANQUETS AND EVENTS SERVICES

UNIT CODE: HOS/CU/FB/CR/05/4/B

Relationship to Occupational Standards:

This unit addresses the unit of competency: **Provide banquets and events services**

Duration of Unit: 30 hours

Unit Description

This unit specifies the competencies required to supervise banquets and events activities. It involves preparing and carrying out banquets services. It also entails controlling banquets and events activities.

Summary of Learning Outcomes

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

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
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<p>1. Prepare for banquets and events</p>	<ul style="list-style-type: none"> • Introduction to banqueting • Factors influencing banquets and events • Banqueting personnel and attributes • Basic human resource management • Sales and marketing in banquets • Hygiene and sanitation in F&B outlets • Safety and security • Legal aspects • Banqueting and events: <ul style="list-style-type: none"> • Service equipment • Service linen • Service areas • Service techniques • Customer care • Setting up of banquets and events • 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 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report
<p>2. Carry out service in banquets and events</p>	<ul style="list-style-type: none"> • Types of banquets and events • Banquets and events activities 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report

	<ul style="list-style-type: none"> • Order of service <ul style="list-style-type: none"> • Starters • Main meal • Desserts • Sales and promotions • Customer relations • Business communication • Billing • Challenges in carrying out banqueting and events operations • Setting up banqueting bars • Handling guest complaints and compliments • Challenges of operating banqueting bars 	
3. 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 • Stock control 	<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
 - Tents
 - Mobile toilets
- Stationery
- Linen
 - Napkins
 - Table cloths
 - Naperons / slip cloths
 - Moltons
 - Cocktail table covers