



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
P.O. BOX 15745-00100
NAIROBI

BAR OPERATIONS

UNIT CODE: HOS/CU/FB/CR/04/5/B

Relationship to Occupational Standards

This unit addresses the unit of competency: **Manage bar operations**

Duration of Unit: 120 hours

Unit Description

This unit specifies the competencies required to manage bar operations. It involves preparing for bar operations, performing and controlling bar operations. It also includes operating special bars.

Summary of Learning Outcomes

1. Prepare for bar operations
2. Perform bar operations
3. Control bar operations
4. Operate special bars

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Prepare for bar operations	<ul style="list-style-type: none">• Introduction to bar operations• Factors influencing setting up of bar outlets• Types of bars• Bar costs	<ul style="list-style-type: none">• Observation• Written tests• Oral questioning• Third party report

	<ul style="list-style-type: none"> • Bar personnel • Hygiene and sanitation in bars • Safety and security • Bar service equipment • Bar service linen • Disposables • Bar service areas • Bar service techniques • Bar standard operating procedures • Work schedules • Bar opening and closing procedures • Drinks lists/ menus • Preparation of bar operating equipment and service ware • Arrangement of bar furniture 	
2. Perform bar operations	<ul style="list-style-type: none"> • Alcoholic and non-alcoholic beverages • Bar operations • Bar products promotional techniques <ul style="list-style-type: none"> • Mixing techniques • Sommelier techniques • Barista techniques • Customer relations in the bar • Communication • Basic marketing • Bar opening/closing procedures • Sales and promotions • Bar specials • Guest complaints and compliments • Preparation of bar sales summary • Challenges in bar operations 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report

3. Control bar operations	<ul style="list-style-type: none"> • Property care and maintenance • Portion control • Billing • Point of Sale system • Bar opening/closing stocks • Safety and security issues • Legal requirements. • Bar sales summary 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report
4. Operate special bars	<ul style="list-style-type: none"> • Bar concept <ul style="list-style-type: none"> • Theme and décor • Beverage offers • Target clientele • Types of special bars <ul style="list-style-type: none"> • Mobile bars • Outside catering bars • Cocktail bars • Open bars • Cash bars • Milk bar • Mini bar • Operating special bars • Beverage costing • Opening and closing procedures • Challenges of operating special bars 	<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

- Bar spoons
- Hollow ware
- Furniture
 - Tables
 - Chairs
 - Work surfaces
 - Side boards
 - Bar stools
 - Shelves
 - Wine cellars
- Equipment
 - Refrigerators
 - Ice makers
 - Blenders
 - Cocktail shakers
 - Ice buckets
 - Wine cooler
 - Wine baskets
 - Decanter
 - Cutting board
 - First aid kits
 - Micros
 - Mats
 - Bar accessories
 - Cocktail sticks
 - Cocktail umbrellas
 - Syphons