



REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT

KNQF LEVEL: 6

ISCED PROGRAMME CODE: 0721 0654 B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

BAR OPERATIONS MANAGEMENT

UNIT CODE: HOS/CU/FB/CR/03/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage bar operations

Duration of Unit: 200 hours

Unit Description

This unit specifies the competencies required to manage bar operations. It involves planning bar operations, overseeing bar operations, controlling and directing bar operations. It also entails managing operation of special bars and provision of bar entertainment services.

Summary of Learning Outcomes

- Plan bar operations
- Oversee bar operations
- Control bar operations
- Prepare and operate special bars
- Provide bar entertainment services

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Plan bar operations	<ul style="list-style-type: none">• Introduction to bar operations• Factors influencing setting up of bar outlets• Bar concept• Cost concept	<ul style="list-style-type: none">• Observation• Written tests• Interview• Project• Third party report

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> • Bar personnel • Hygiene and sanitation in bars • Principles of management • Safety and security • Bar service equipment • Bar service linen • Bar service areas • Bar service techniques • Planning bar operations • Development of bar standard operating procedures • Preparation of work schedules • Bar is opening and closing procedures • Planning bar daily specials • Setting and pricing bar menus • Preparation of bar operating equipment and service ware • Arrangement of bar furniture 	
2. Oversee bar operations	<ul style="list-style-type: none"> • Supervisory aspect of beverage service • Responsibility of staff • Bar products promotional techniques <ul style="list-style-type: none"> ➤ Mixology techniques ➤ Sommelier techniques ➤ Barista techniques • Customer relations in the bar • Business communication 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> • Basic culinary techniques • Principles of management • Principles of marketing • Challenges in supervision of bar operations • Bar opening/closing procedures • Bar outlet activities • Bar operations • Monitoring bar operations • Selling and promotional skills • Offering of bar specials • Handling guest complaints and compliments • Preparation of bar service reports • Reviewing bar menus 	
3. Control bar operations	<ul style="list-style-type: none"> • Basic accounting • Bar property management • Portion control • Cashiering and billing • Supervision of point of sale system • Checking bar opening/closing stocks • Recording and securing of bar revenue • Safety and security issues • Bar operations legal requirements. • Preparation and dissemination of bar service report 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report
4. Prepare and operate special bars	<ul style="list-style-type: none"> • Special bar concept • Types of special bars • Challenges of operating special bars • Preparation of special bar concepts • Operating special bars 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> • Beverage costing in special bars • Special bar opening/closing procedures 	
5. Provide bar entertainment services	<ul style="list-style-type: none"> • Evolution of bar entertainment • Types and kinds of entertainment in bars • Importance of bar entertainment • Legal aspects of bar entertainment • Cost concept • Bar entertainment activities • Costing for bar entertainment activities • Offering bar entertainment activities 	<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
 - Bar spoons
 - Hollow ware
- Furniture
 - Tables
 - Chairs

- Side boards
- Bar stools
- Wine cellars
- Fittings
 - Lighting
 - Décor and decorations
 - Air conditioners
 - Air fresheners
 - Television
 - Carpets
- Equipment
 - Refrigerators
 - Ice makers
 - Blenders
 - Cocktail shakers
 - Ice buckets
 - Wine cooler
 - Cutting board
 - Micros
 - Mats
 - Bar accessories