



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

FOOD AND BEVERAGE SALES AND SERVICE PROVIDER

KNQF LEVEL 4

ISCED OCCUPATIONAL STANDARD CODE: 1013 354B



**TVET CDACC
P.O. BOX 15745-00100
NAIROBI**

CARRY OUT BAR OPERATIONS

UNIT CODE: HOS/OS/FB/CR/03/4/B

UNIT DESCRIPTION

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

ELEMENTS AND PERFORMANCE CRITERIA

Elements	Performance Criteria
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Prepare for bar operations	1.1 Bar is cleaned as per the SOPs 1.2 Bar is opened and closed in accordance with workplace policy and legal requirements. 1.3 Bar operating equipment and service ware are prepared for use as per the menu or daily specials. 1.4 Bar furniture is set in accordance with F&B outlet policy and design. 1.5 Bar stock is checked, restocked and documentation completed as per par level. 1.6 Bar products and materials are checked and restocked and documentation is completed 1.7 Mis en place is carried out as per outlet policy

Elements These describe the key outcomes which make up workplace function.	Performance Criteria These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
2. Perform bar operations	<ul style="list-style-type: none"> 2.1. <i>Bar specials</i> are offered as per organisational policy. 2.2. Bar orders are taken as per SOPs and work place policy 2.3. Drinks are prepared as per the recipes and work place policy. 2.4. Drinks are served using appropriate glassware and garnishes. 2.5. Tray service is provided where applicable according to organisational procedures. 2.6. Spillages and breakages are promptly and safely attended to as per SOPs. 2.7. Bar operations are monitored according to SOPs. 2.8. Guest complaints/compliments are handled as per workplace policy. 2.9. <i>Bar sales summary</i> is prepared as per organisational policy. 2.10. <i>Bar closing procedures</i> are carried out as per SOPs.
3. Control bar operations	<ul style="list-style-type: none"> 3.1 Closing stocks are checked against established par levels. 3.2 Revenue is recorded and secured as per accounting procedures. 3.3 Safety and security issues are handled as per workplace policy and legal requirements. 3.4 Compliance to policy and regulations is confirmed as per legal requirements.
4. Operate special bars	<ul style="list-style-type: none"> 4.1 Special bars are operated in line with SOPs and legal requirements. 4.2 Special bar closing procedures are carried out as per SOPs.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Operating equipment and service ware may include but not limited to:	<ul style="list-style-type: none"> • Cutlery • Crockery • Glassware • Trays • Sideboards • Linen • Condiments • Blender • Cocktail mixers • Assorted bar accessories • Coolers • Glasswasher/ dishwasher
2. Bar furniture may include but not limited to:	<ul style="list-style-type: none"> • Bar counters • Tables • Chairs • Sideboards • Trolleys • Bar stools • Cocktail tables • Wine rack
3. Mis en place may include but not limited to:	<ul style="list-style-type: none"> • Stock taking • Chilling • Preparing garnishes for cocktails • Preparing ice cubes • Restocking the bar
4. Bar specials may include but not limited to:	<ul style="list-style-type: none"> • Cocktail of the day/week • Bar special menu • Promotional package • Happy hour •
5. Bar sales summary may include but not limited to:	<ul style="list-style-type: none"> • Opening and closing stock • Sales • Breakages • Ullages

<p>6. Bar closing procedures may include but not limited to:</p>	<ul style="list-style-type: none"> • Safe disposal of waste • Closing stock taking • Cleaning of all used items • Cleaning the bar • Arranging tables and chairs neatly • Securing the bar e.g. switching off electricity, locking cabinets and the bar, closing the doors
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REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

This section describes the required skills which supports performance. These skills will need to be considered in the learning and assessment process.

- Bar service
- Mixology (Cocktail preparation)
- Supervisory and leadership skills
- Communication
- Listening
- Attention to details
- Negotiations
- Interpersonal skills
- Entrepreneurial skills
- Problem solving
- Computer proficiency
- Negotiation
- Decision making
- Problem solving

Required Knowledge

The individual needs to demonstrate knowledge of:

- Bar operations
- Mixology (Cocktail preparation)
- Basic accounting
- Daily bar reports
- The hotels and restaurants Act 2009
- Liquor licensing laws

- Hygiene and sanitation
- Food safety
- First aid
- Basic marketing
- Business communication
- Customer care

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Cleaned the bar as per the SOPs</p> <p>1.2 Prepared bar operating equipment and service ware for use as per the menu or daily specials.</p> <p>1.3 Set bar furniture in accordance to F&B outlet policy and design.</p> <p>1.4 Carried out mis en place as per outlet policy</p> <p>1.5 Offered bar specials as per organisational policy.</p> <p>1.6 Handled guest complaints/compliments as per workplace policy.</p> <p>1.7 Prepared bar service report as per organisational policy.</p> <p>1.8 Prepared and served drinks as per set recipes.</p> <p>1.9 Controlled bar operations</p> <p>1.10 Followed bar closing procedures as per SOPs.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2.1 A simulation of a functional bar</p> <p>2.2 A restaurant with a functional bar unit</p> <p>2.3 An organization with a functional bar unit</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Observation</p> <p>3.2 Written tests</p> <p>3.3 Oral questioning</p> <p>3.4 Third party report</p>
4. Context of Assessment	<p>Competency may be assessed:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 A combination of both</p>

	<p>4.4 During industrial attachment</p> <p>Off the job assessment must be undertaken in a closely simulated workplace environment.</p>
<p>5. Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>