



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

FOOD AND BEVERAGE ADMINISTRATIVE DUTIES

UNIT CODE:HOS/CU/FB/CR/07/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Perform food and beverage administrative duties

Duration of Unit: 220 hours

Unit Description

This unit describes the competencies required to perform food and beverage administrative duties. It involves planning, coordinating and controlling departments' activities. It also entails managing departments' personnel, representing the institution in internal and external fora and performing institution duty management role from time to time.

Summary of Learning Outcomes

1. Plan food and beverage department activities
2. Coordinate food and beverage department activities
3. Control food and beverage department activities
4. Manage food and beverage department personnel
5. Perform institution duty management role

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Plan food and beverage activities	<ul style="list-style-type: none">• Planning• Human resource planning• Human resource development• Budgeting• Development of standard operating procedures• Roles of a manager• Management theories• Principles of management	<ul style="list-style-type: none">• Observation• Oral questioning• Interview• Written tests• Third-party report
2. Coordinate and organize food and beverage activities	<ul style="list-style-type: none">• Nature and purpose of organizing• Levels and span of management• Patterns of departmentalization• Development of organizational structure and task determination	<ul style="list-style-type: none">• Observation• Oral questioning• Interview• Written tests

	<ul style="list-style-type: none"> • Delegation of duty • Leadership styles • Motivation theories • Communication and techniques of effective communication • Activities in institution 	<ul style="list-style-type: none"> • Third-party report
3. Control food and beverage activities	<ul style="list-style-type: none"> • Control process in a institution • Critical aspects in control • Establishment of a control system • Control techniques • Concept of production and operation management control • Methods of performance control • Inventory management • Basic book keeping • Cost control 	<ul style="list-style-type: none"> • Observation • Oral questioning • Interview • Written tests • Third-party report
4. Manage food and beverage personnel	<ul style="list-style-type: none"> • Management theories • Management styles • Modern approaches to human resource management • Performance management • Reward management • Employee empowerment • Staff welfare • Employee relations • Concept of supervision 	<ul style="list-style-type: none"> • Observation • Oral questioning • Interview • Written tests • Third-party report
5. Perform institution duty management role	<ul style="list-style-type: none"> • Shifts of operation • Departmental coverage • Fire, life, safety and security issues • Handling guest complaints • Handling staff issues • Emergency procedures • Types of services in a institution 	<ul style="list-style-type: none"> • Observation • Oral questioning • Interview • Written tests • Third-party report

Suggested Methods of Instruction

- Instructor led facilitation of theory

- Demonstration by trainer
- Practical work by trainee
- Viewing of related videos
- Case studies
- Projects

Recommended Resources

- Food and beverage production resources
- Food and beverage service resources
- Food and beverage sales resources
- Guest services resources
- Administration resources

Logistical resources