



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

FOOD AND BEVERAGE OPERATIONS

UNIT CODE: HOS/CU/FB/CR/02/4/B

Relationship to Occupational Standards

This unit addresses the unit of Competency: **Perform food and beverage operations**

Duration of Unit: 35 hours

Unit Description

This unit specifies the competencies required to perform food and beverage operations. It involves preparing for operations in food and beverage service outlet, carrying out and controlling food and beverage services.

Summary of Learning Outcomes

1. Prepare for operations in food and beverage service outlet
2. Carry out food and beverage service operations
3. Control food and beverage services

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
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<p>1. Prepare for operations in food and beverage service outlet</p>	<ul style="list-style-type: none"> • Introduction to F&B service • F&B service personnel • F&B service personnel attributes • Challenges faced by F&B service personnel • Basic culinary skills • Basic marketing skills • Hygiene and sanitation • Safety and security • Food safety • F&B service equipment • F&B Service linen • F&B service areas • Service techniques • Covers and accompaniments • Customer care • Opening/closing procedures • Use, care and maintenance of outlet operating equipment and service ware • Outlet set-up requirements and design • Setting up outlet furniture, fittings and equipment • Restaurant decor 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report
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<p>2. Carry out food and beverage service operations</p>	<ul style="list-style-type: none"> • F&B activities <ul style="list-style-type: none"> ○ Pre-service tasks ○ Service tasks ○ Post service tasks • Sales and promotions • F&B service <ul style="list-style-type: none"> ○ Breakfast service ○ Lunch ○ Dinner ○ Bar service ○ Branch and light meals • Customer relations in F&B • Communication • Daily specials • Quality control in F & B 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report
<p>3. Control food and beverage services</p>	<ul style="list-style-type: none"> • Property care and maintenance • Portion control • Billing • Methods of payment • Point of sale system • Opening/closing stocks • Safety and security issues • Legal requirements. • Sales summary 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report

Suggested methods of instruction

- Role play
- Instructor led facilitation of theory
- Demonstration by instructor
- Practical work by trainee
- Viewing of related videos

Recommended Resources

- Service ware
 - Cutlery
 - Crockery
 - Trays
 - Glass ware
 - Chafing dishes
- Furniture
 - Tables
 - Chairs
 - Side boards
 - Trolleys
- Equipment
 - Microwaves
 - Hotplates
 - First aid kit
 - Mats
 - Relevant F&B tools
- Stationery
- Linen
 - Napkins
 - Table clothes
 - Naperons / slip cloths
 - Moltons
 - Seat covers
 - Waiters cloths

Skirting cloths