



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

FOOD AND BEVERAGE OPERATIONS MANAGEMENT

UNIT CODE: HOS/CU/FB/CR/03/5/B

Relationship to Occupational Standards

This unit addresses the unit of Competency: **Manage food & beverage operations**

Duration of Unit: 120 hours

Unit Description

This unit specifies the competencies required to manage food and beverage operations. It involves planning, carrying out food and beverage service operations and controlling food and beverage services.

Summary of Learning Outcomes

1. Plan 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

<p>1. Plan for operations in food and beverage service outlet</p>	<ul style="list-style-type: none"> • Introduction to F&B service • F&B service personnel • 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"> • Food and beverage activities <ul style="list-style-type: none"> • Pre-service tasks • Service tasks • Post service tasks • Table setting • Sales and promotions • Meal service <ul style="list-style-type: none"> • Still room beverages • Breakfast • Afternoon teas • Luncheons • Dinner • Customer relations in food and beverage • Communication • Handling of F&B reservations • Daily specials • Handling guest complaints and compliments 	<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 <ul style="list-style-type: none"> • Guests' • Institutional/ organizational • 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
 - Salvers
 - Glass ware
 - Hollow ware
- Furniture
 - Tables
 - Chairs
 - Side boards
 - Trolley
- Equipment
 - Microwaves
 - Hotplates
 - First aid kit
 - Mats
 - Relevant F&B tools
- Stationery
- Linen
 - Napkins
 - Table cloth
 - Naperons / slip cloths
 - Moltons
 - Seat covers
 - Waiters' cloths
 - Skirting cloths