



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 OPERATIONS MANAGEMENT

UNIT CODE: HO/CU/FB/BC/02/6/B

Relationship to Occupational Standards

This unit addresses the unit of Competency: Manage food and beverage operations

Duration of Unit: 220 hours

Unit Description

This unit specifies the competencies required to manage food and beverage operations. It involves plan and organizing operations in food and beverage service outlet, overseeing operations in food and beverage service outlet and controlling and directing operations in food and beverage service outlet.

Summary of Learning Outcomes

1. Plan food and beverage operations
2. Oversee food and beverage operations
3. Control and direct food and beverage operations

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Plan food and beverage operations	<ul style="list-style-type: none"> • Introduction to food and beverage • food and beverage personnel • Basic culinary skills • Principles of management • Principles of marketing • Hygiene and sanitation in food and beverage outlets • Safety and security • Food safety • food and beverage service equipment • food and beverage Service linen • food and beverage service areas • Service techniques • Planning food and beverage operations • Challenges encountered in planning • Customer care • Basic Human Resource Management • Principles of accounting • Basic financial accounting • Development of food and beverage standard operating procedures • Preparation of work schedules • Opening/closing procedures • Planning outlet daily specials • Setting and pricing menus • Use, care and maintenance of outlet operating equipment and service ware • Outlet set-up requirements and design • Setting up outlet furniture, fittings and equipment 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

Learning Outcome	Content	Methods of Assessment
2. Oversee food and beverage operations	<ul style="list-style-type: none"> • Supervisory aspect of food and beverage • Responsibility of supervisor • Selling and promotional techniques • Customer relations in food and beverage • Business communication • Handling of food and beverage reservations • Challenges in supervision of food and beverage operations • Table set-up • Offering daily specials • Monitoring food and beverage operations • Handling guest complaints and compliments • Preparation of food and beverage service reports • Review of Food and beverage menus • food and beverage activities 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

Learning Outcome	Content	Methods of Assessment
3. Control food and beverage operations	<ul style="list-style-type: none"> • Basic accounting • Property management • Portion control • Cashiering and billing • Supervision of point of sale system • Stock taking • Recording and securing F&B revenue • Safety and security issues in F&B • Legal requirements in F&B • Preparation and dissemination of outlet service reports 	<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
 - Hollow ware
- Furniture
 - Tables
 - Chairs
 - Side boards
 - Gueridon
- Fittings

- Lighting
- Décor and decorations
- Air conditioners
- Air fresheners
- Television
- Carpets
- Equipment
 - Telephone
 - Micros
 - Mats
- Stationery
- Linen
 - Napkins
 - Table cloth
 - Naperon
 - Moltons
 - Seat covers