



**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**

## HANDLE GUEST RESERVATIONS

UNIT CODE: HOS/OS/FB/CR/07/4/B

### UNIT DESCRIPTION

This unit deals with competencies required to handle guest reservations. It involves taking and processing guest reservations. It also entails allocating reserved tables and sharing reservation information as well as processing cancellations and no shows.

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	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><b>Bold and italicized terms are elaborated in the Range.</b></i>
1. Take guests reservations	<ul style="list-style-type: none"><li>1.1 <b>Reservation requests</b> are received and responded to in accordance with SOPs.</li><li>1.2 Guest name is noted and used throughout the interaction as per workplace policy.</li><li>1.3 <b>Details of reservation</b> are clarified, repeated and verified with guests for accuracy as per SOPs.</li><li>1.4 Availability of requested space is confirmed as per workplace policy.</li><li>1.5 Suggestive selling techniques are applied as per workplace policy and SOPs.</li><li>1.6 Details of reservation is recorded in reservation diary in accordance with workplace policy and SOPs.</li></ul>
2. Process guest reservations	<ul style="list-style-type: none"><li>2.1 Deposits/down payment is received and posted as per workplace policy.</li><li>2.2 Reservation details are communicated to relevant department/section as per workplace policy.</li><li>2.3 Feedback on reservation confirmation is given to the booker as per workplace policy.</li><li>2.4 Cancellations and no shows are charged as per workplace policy.</li></ul>
3. Implement guests' reservations	<ul style="list-style-type: none"><li>3.1 Set up is done as per reservation details, workplace policy and SOPs.</li><li>3.2 Reservation cards/signage are placed on the table and other places as per SOPs.</li><li>3.3 <b>Special requests</b> are prepared and readied as per reservation details and SOPs.</li></ul>

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	<p>3.4 Services requested in the reservation are communicated to the relevant departments as per SOPs.</p> <p>3.5 Payment for reservation is done as per workplace policy.</p>
4. Implement loyalty programs	<p>4.1 Guest are introduced to the royalty programs as per the workplace policy.</p> <p>4.2 Guests are registered for the royalty programs as per the work place policy.</p> <p>4.3 Database of the loyalty programs is developed and maintained as per SOPs.</p> <p>4.4 Guest loyalty programs benefits are awarded as per the work place policy.</p> <p>4.5 Guests feedback on the royalty programmed is collected, analyzed and shared as per SOPs</p> <p>4.6 Guests are followed up for future business as per SOPs.</p>

## 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. Reservation requests may include but not limited to:	<ul style="list-style-type: none"> <li>• Birthday</li> <li>• Anniversary</li> <li>• Graduation</li> <li>• Family get together</li> <li>• Fundraising</li> <li>• Farewell</li> </ul>
2. Details of reservation requests may include but not limited to:	<ul style="list-style-type: none"> <li>• Name of the guest</li> <li>• Pax (Number of guest)</li> <li>• Venue e.g. conference hall, by the pool, in the garden, roof top etc.</li> <li>• Order details</li> <li>• Time and date of arrival</li> <li>• Duration of stay</li> </ul>

	<ul style="list-style-type: none"> <li>• Special request e.g. car hire</li> </ul>
3. Special requests may include but not limited to:	<ul style="list-style-type: none"> <li>• Cakes</li> <li>• Decoration</li> <li>• Entertainment</li> <li>• Special seating arrangement</li> <li>• Bar</li> <li>• Security</li> <li>• Allergens</li> <li>• Healthy eating</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Interpersonal
- Time management
- Work culture
- Telephone etiquette
- Record keeping
- Complaints handling
- Conflict resolution
- Negotiation
- Analytical
- Problem solving
- Critical thinking
- Summarizing and paraphrasing
- Listening

### Required knowledge

The individual needs to demonstrate knowledge of:

- Food and beverages sales and service operations
- Special cuisine
- Specialty/ethnic culture
- Basic culinary

- Basic sales and marketing
- Product knowledge
- Customer care
- Team work
- The hotels and restaurants Act 2009
- Liquor licensing laws
- First aid
- Communication
- Basic accounting
- Guest relations
- Conflict resolution techniques
- Negotiation techniques
- Problem solving process
- Safety and security procedures
- Handling guests with special needs
- Dealing with difficult clients
- Loyalty programmes

## EVIDENCE GUIDE

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

1. Critical aspects of Competency	<p>1.1 Received and responded to reservation requests promptly and courteously.</p> <p>1.2 Guests name is noted and used throughout the interaction.</p> <p>1.3 Confirmed and verified the reservation requested availability.</p> <p>1.4 Applied marketing techniques.</p> <p>1.5 Recorded details of reservation.</p> <p>1.6 Received and posted deposits/down payment.</p> <p>1.7 Communicated reservation details to relevant department/section</p> <p>1.8 Confirmation reservation to the booker.</p> <p>1.9 Charged cancellations and no shows as per the work place policy.</p> <p>1.10 Set up restaurant as per reservation details.</p> <p>1.11 Placed reservation cards/signage.</p> <p>1.12 Received payment for the reservation.</p> <p>1.13 Implemented loyalty programs appropriately.</p>
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2. Resource Implications	<p>The following resources MUST be provided:</p> <p>A functional food and beverage banquets and events organization</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report</p>
4. Context for Assessment	<p>Assessment must be conducted in:</p> <p>4.1 Workplace or simulated work environment 4.2 CDACC accredited assessment center/venue</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>