



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

FOOD AND BEVERAGE SALES AND SERVICE PROVIDER

KNQF LEVEL: 5

ISCED OCCUPATIONAL STANDARD CODE: 1013 454 B



**TVET CDACC
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NAIROBI**

MANAGE BANQUETS AND EVENTS OPERATIONS

UNIT CODE: HOS/OS/FB/CR/05/5/B

UNIT DESCRIPTION

This unit specifies the competencies required to manage banquets and events operations. It involves preparing, carrying out and controlling services in banquets and events.

ELEMENTS AND PERFORMANCE CRITERIA

Elements	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>Bold and italicized terms are elaborated in the Range</i>
1. Prepare for banquets and events	1.1 <i>Banquets and events</i> reservations are taken and recorded as per workplace policy 1.2 Banquets and events standard operating procedures are followed in accordance with workplace policy. 1.3 Banquets and events <i>communication tools</i> are gathered as per workplace policy. 1.4 Work schedules are prepared as per banquets and events forecast. 1.5 Banquets and events duties are assigned as per job description and workplace policy. 1.6 Banquets and events <i>FF&E and service ware</i> are set as per function and workplace policy. 1.7 <i>Service stations</i> are prepared in accordance with workplace policy and standard operating procedures.

Elements These describe the key outcomes which make up workplace function.	Performance Criteria These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
2. Carry out services in banquets and events	2.1 Tables are laid in accordance with banquets and events SOPs. 2.2 Guests are welcomed and sat 2.3 The starter is served and dirties cleared 2.4 The main meal is served and dirties cleared 2.5 The dessert is served and dirties cleared. 2.6 After meal drinks are served 2.7 Glassware is provided for toasting 2.8 Banquets and events operations are monitored according to SOPs. 2.9 Guest complaints/ compliments are handled as per workplace policy.
3. Control services in banquets and events	3.1 Point of sale system is operated in accordance with banquets and events SOPs. 3.2 Closing stocks are checked against opening stocks. 3.3 Payment is received and processed according to work place policy 3.4 Safety and security issues are handled as per workplace policy and legal requirements. 3.5 Compliance to policy and regulations is confirmed as per legal requirements. 3.6 Banquets and events operations are evaluated according to SOPs.

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. Banquets and events may include but not limited to:	<ul style="list-style-type: none"> • Banquets • Wedding • Wedding reception • Anniversary • Birthdays parties

	<ul style="list-style-type: none"> • Cocktail parties • MICE (Meetings, incentives, conferences and events)
2. Communication tools may include but not limited to:	<ul style="list-style-type: none"> • Menus • Packages • Flyers • Brochures • Banners • Web based tools
3. FF&E and service ware may include but not limited to:	<ul style="list-style-type: none"> • Banqueting trucks • Refrigerated truck • Tables • Chairs • Linen • Banqueting accessories
4. Service stations may include but not limited to:	<ul style="list-style-type: none"> • Food stations • Bar • Landing stations • Seating plans • Décor
5. Welcomed may include but not limited to:	<ul style="list-style-type: none"> • Napkins are offered • Water is served • Menu is offered • Aperitif served

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

This section describes the required skills which supports performance. These skills will need to be considered in the learning and assessment process.

- F&B service skill
- Bar service skills
- Reservations
- Coordination
- Organizing

- Analytical
- Leadership
- Communication
- Report writing
- Negotiation
- Interpersonal
- Entrepreneurial
- Critical thinking
- Problem solving
- Information Technology (IT)
- Customer care
- Decision making

Required Knowledge

This section describes the required knowledge which supports performance. This knowledge will need to be considered in the learning and assessment process.

The individual needs to demonstrate knowledge of:

- F&B operations
- Sales and marketing
- Property care and maintenance
- Basic catering law
- Hygiene and sanitation
- Food safety
- Business communication
- Basic human resource management

EVIDENCE GUIDE

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

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1 .1 Set banquets and events FF&E and service ware as per function and workplace policy.</p> <p>1 .2 Prepared service stations in accordance with workplace policy and standard operating procedures.</p> <p>1 .3 Laid tables in accordance with banquets and events sops.</p> <p>1 .4 Welcomed guests are and sat</p>
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	<p>1 .5 Served starter and cleared dirties</p> <p>1 .6 Served main meal and cleared dirties</p> <p>1 .7 Served dessert and cleared dirties.</p> <p>1 .8 Served after meal drinks</p> <p>1 .9 Provided glassware for toasting</p> <p>1 .10 Handled guest complaints/ compliments as per workplace policy.</p> <p>1 .11 Checked closing stocks against opening stocks.</p> <p>1 .12 Handled safety and security issues as per workplace policy and legal requirements.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2 .1A functional banqueting and events unit/A simulation of a functional banqueting and events unit</p> <p>2 .2Stationery</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Observation</p> <p>3.2 Written tests</p> <p>3.3 Oral questioning</p> <p>3.4 Third party report</p>
4. Context of Assessment	<p>Competency may be assessed:</p> <p>4.1 On-the-job,</p> <p>4.2 Off-the-job</p> <p>4.3 Or a combination of these</p> <p>4.4 During industrial attachment</p> <p>Off the job assessment must be undertaken in a closely simulated workplace environment.</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>