REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

FOOD AND BEVERAGE SALES AND SERVICE MANAGER

KNQF LEVEL: 6

ISCED OCCUPATIONAL STANDARD CODE: 0721 654 B

TVET CDACC
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NAIROBI

MANAGE BANQUETS AND EVENTS SERVICES

UNIT CODE: HOS/OS/FB/CR/05/6/B

UNIT DESCRIPTION

This unit specifies the competencies required to manage banquets and events. It involves planning banquets and events, overseeing banquets and events and controlling and directing banquets and events.

This unit applies to the Hospitality industry**.**

Elements and Performance Criteria

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.
1. Plan banquets and events	1.1 ***Banquets and events*** office is set up as per institution design and workplace policy. 1.2 Banquets and events standard operating procedures are developed in accordance with workplace policy. 1.3 Banquets and events ***communication tools*** are developed 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 menu are set and priced as per ***management objectives*** and guest needs. 1.7 Banquets and events ***FF&E*** and ***service ware*** are set as per function and workplace policy. 1.8 ***Service stations*** are prepared in accordance with workplace policy and standard operating procedures.
2. Oversee banquets and events	2.1 Banquets and events reservations are taken and recorded as per workplace policy

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.
	2.2 Set up is done in accordance with banquets and events SOPs. 2.3 Banquets and events operations are monitored according to SOPs. 2.4 Guest complaints/ compliments are handled as per workplace policy. 2.5 Banquets and events service report is prepared as per workplace policy. 2.6 Banquets and events menus and communication tools are reviewed as per workplace policy and SOPs. 2.7 Banquets and events activities are carried out according to **applicable law.**
3. Control and directing banquets and events	3.1 **Point of sale** system is supervised in accordance with banquets and events SOPs. 3.2 Opening/closing stocks are checked against established par levels. 3.3 Revenue is recorded and secured as per accounting 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. 3.7 Banquets and events **service report** is shared with relevant stakeholders as per workplace policy.

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:	- Weddings - Wedding reception - Anniversary - Birthdays parties - Cocktail parties - MICE (Meetings, incentives, conferences and events)
2. Communication tools may include but not limited to:	- Menus - Packages - Flyers - Brochures - Banners - Web based tools
3. Management objectives may include but not limited to:	- Positioning - Profitability - Corporate image - Guest satisfaction
4. FF&E may include but not limited to:	- Banqueting trucks - Refrigerated truck - Tables - Chairs - Linen - Banqueting accessories
5. Service stations may include but not limited to:	- Food stations - Bar - Landing stations

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
- Listening
- Attention to detail
- Communication
- Report writing
- Negotiation
- Selling
- Marketing
- Interpersonal
- Entrepreneurial
- Critical thinking
- Problem solving
- Information Technology (IT)
- Customer care
- Decision making

Underpinning 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
- Basic accounting
- Financial accounting
- Property management
- Basic culinary techniques
- An institution and catering law
- Hygiene and sanitation
- Food safety

- Principles of management
- 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.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Set up banquets and events office.
	1.2 Developed banquets and events standard operating procedures are developed accordingly.
	1.3 Developed banquets and events communication tools.
	1.4 Prepared work schedules.
	1.5 Set and priced banquets and events menus.
	1.6 Oversee set banquets and events FF&E and service ware.
	1.7 Monitored banquets and events operations effectively.
	1.8 Handled guest complaints/ compliments appropriately.
	1.9 Prepared comprehensive banquets and events service report and shared.
	1.10 Reviewed banquets and events menus and communication tools.
	1.11 Supervised point of sale system.
	1.12 Checked opening and closing stocks
	1.13 Recorded and secured revenue accurately.
	1.14 Handled safety and security issues appropriately.
	1.15 Confirmed compliance to policy and regulations.
	1.16 Evaluated banquets and events operations.
2. Resource Implications	The following resources must be provided: A functional banqueting and events unit
3. Methods of Assessment	Competency may be assessed through: 3.1 Observation 3.2 Written tests 3.3 Interview 3.4 Project

	3.5 Third party report 3.6 Portfolio of evidence
4. Context of Assessment	Competency may be assessed: 4.1 On-the-job, 4.2 Off-the-job 4.3 Or a combination of these 4.4 During industrial attachment Off the job assessment must be undertaken in a closely simulated workplace environment.
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.