



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 BAR OPERATIONS

UNIT CODE: HOS/OS/FB/CR/04/5/B

UNIT DESCRIPTION

This unit specifies the competencies required to manage bar operations. It involves preparing for bar operations, performing and controlling bar operations. It also includes operating special bars.

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. <i>Bold and italicized terms are elaborated in the Range</i>
1. Prepare for bar operations	1.1 Bar is cleaned as per the SOPs 1.2 Bar is opened and closed in accordance with workplace policy and legal requirements. 1.3 <i>Bar operating equipment and service ware</i> are prepared for use as per the menu or daily specials. 1.4 <i>Bar furniture</i> is set in accordance to F&B outlet policy and design. 1.5 <i>Mis en place</i> is carried out as per outlet policy
2. Perform bar operations	2.1.Bar is opened as per SOPs and legal requirements. 2.2. <i>Bar specials</i> are offered as per organisational policy. 2.3.Bar orders are taken 2.4.Drinks are prepared as per the recipes 2.5.Drinks are served as per orders made. 2.6.Bar operations are monitored according to SOPs. 2.7.Guest complaints/ compliments are handled as per workplace policy. 2.8. <i>Bar sales summary</i> is prepared as per organisational policy.
3. Control bar operations	3.1 Closing stocks are checked against established par levels. 3.2 Revenue is recorded and secured as per accounting policy. 3.3 Safety and security issues are handled as per workplace policy and legal requirements. 3.4 Compliance to policy and regulations is confirmed as per legal requirements. 3.5 Bar control measures are implemented as per the work place policy and SOPs.

4. Operate special bars	<p>4.1 Special bars are operated in line with SOPs and legal requirements.</p> <p>4.2 Special bar closing procedures are carried out as per SOPs.</p>
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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. Bar operating equipment and service ware may include but not limited to:	<ul style="list-style-type: none"> • Cutlery • Crockery • Glassware • Trays • Sideboards • Linen • Condiments • Blender • Cocktail mixers • Hollow ware • Assorted bar accessories • Coolers • Glasswasher/ dishwasher
2. Bar furniture may include but not limited to:	<ul style="list-style-type: none"> • Bar counters • Tables • Chairs • Sideboards • Trolleys • Bar stools • Cocktail tables • Wine rack
3. Mis en place may include but not limited to:	<ul style="list-style-type: none"> • Stock taking • Chilling • Preparing garnishes for cocktails • Preparing ice cubes • Restocking the bar

4. Bar specials may include but not limited to:	<ul style="list-style-type: none"> • Cocktail of the day/week • Bar special menu • Promotional package • Happy hour
5. Bar sales summary may include but not limited to:	4.1 Opening and closing stock 4.2 Sales 4.3 Breakages 4.4 Ullages

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.

- Bar service skill
- Mixing skill
- Leadership
- Communication
- Report writing
- Negotiation
- Interpersonal skills
- Entrepreneurial skills
- Critical thinking
- Decision making
- Problem solving
- Information Technology (IT)

Knowledge

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

Required Knowledge

The individual needs to demonstrate knowledge of:

- Bar operations
- Mixology
- Basic accounting

- An institution and catering law
- Liquor licensing laws
- Hygiene and sanitation
- Food safety
- First aid
- Basic marketing
- Business communication
- Customer care

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	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1 .1 Cleaned the bar as per the sops 1 .2 Prepared bar operating equipment and service ware for use as per the menu or daily specials 1 .3 Set bar furniture in accordance to F&B outlet policy and design. 1 .4 Carried out mis en place as per outlet policy 1 .5 Offered bar specials as per organisational policy. 1 .6 Handled guest complaints/ compliments as per workplace policy. 1 .7 Prepared bar service report as per organisational policy. 1 .8 Prepared and served drinks as per set recipes. 1 .9 Controlled bar operations
2. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 2 .1 A simulation of a functional bar/ A restaurant with a functional bar unit/ An institution with a functional bar unit 2 .2 Stationery
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Observation 3.2 Written tests 3.3 Oral questioning 3.4 Third party report
4. Context of Assessment	<p>Competency may be assessed:</p> <ul style="list-style-type: none"> 4.1 On-the-job 4.2 Off-the-job 4.3 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.