



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 BAR OPERATIONS

UNIT CODE: HOS/OS/FB/CR/03/6/B

UNIT DESCRIPTION

This unit specifies the competencies required to manage bar operations. It involves planning bar operations, overseeing bar operations, controlling and directing bar operations. It also entails managing operation of special bars and provision of bar entertainment services.

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 bar operations	<p>1.1 Bar standard operating procedures are developed in accordance with organizational policy.</p> <p>1.2 Duty rota and daily tasks are prepared as per bar operational needs.</p> <p>1.3 Bar duties are assigned as per job description.</p> <p>1.4 Bar is opened and closed in accordance with workplace policy and legal requirements.</p> <p>1.5 Daily specials are planned in accordance to the bar concept.</p> <p>1.6 Bar menus are set and priced as per management objectives and guest needs.</p> <p>1.7 Bar operating equipment and service ware are prepared for use as per the menu or daily specials.</p> <p>1.8 Bar furniture is set in accordance to F&B outlet policy and design.</p>

2. Oversee bar operations	<p>2.1 Bar is opened as per SOPs and legal requirements.</p> <p>2.2 Bar specials are offered as per organisational policy.</p> <p>2.3 Bar operations are monitored according to SOPs.</p> <p>2.4 Guest complaints/ compliments are handled as per workplace policy.</p> <p>2.5 Bar service report is prepared as per organisational policy.</p> <p>2.6 Bar menus are reviewed as per need and SOPs.</p> <p>2.7 Bar outlet activities are carried out according to <i>applicable laws</i>.</p> <p>2.8 Portions are served as per set recipes.</p>
3. Control and direct bar operations	<p>3.1 Point of sale system is supervised in accordance with bar SOPs.</p> <p>3.2 Closing stocks are checked against established par levels.</p> <p>3.3 Revenue is recorded and secured as per accounting policy.</p> <p>3.4 Safety and security issues are handled as per workplace policy and legal requirements.</p> <p>3.5 Compliance to policy and regulations is confirmed as per legal requirements.</p> <p>3.6 Bar service report is prepared and shared with relevant personnel as per workplace policy.</p>
4. Manage special bars	<p>4.1 Special bar standard operating procedures are developed in accordance with organizational policy</p> <p>4.2 Special bar concepts are prepared in accordance to workplace policy.</p> <p>4.3 Special bars are operated in line with SOPs and legal requirements.</p> <p>4.4 Costing of beverage is done as per recipe and pricing policy.</p> <p>4.5 Special bar closing procedures are carried out as per SOPs.</p>
5. Provide bar entertainment services	<p>5.1 Bar entertainment activities are planned as per need/<i>occasion</i> and theme as well as workplace policy.</p>

	<p>5.2 Costing for bar entertainment activities are carried out as per <i>management objectives</i>.</p> <p>5.3 Bar entertainment activities are offered in line with applicable legal requirements.</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 may include but not limited to:
1. 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
2. Operational needs may include but not limited to:	<ul style="list-style-type: none"> • Shift coverage, • Completion of tasks • Completion of service cycle • Type of clientele • Type of menu
3. Functional Bar may include but not limited to:	<ul style="list-style-type: none"> • Counter • Display of beverages • Appropriate glassware • Internationally recognized beverages

	<ul style="list-style-type: none"> • Bar accessories • POS • Furniture • Coolers • Storage • Wine cellar
4. Bar concept may include but not limited to:	<ul style="list-style-type: none"> • Theme and décor • Beverage offers • Target clientele
5. Management objectives may include but not limited to:	<ul style="list-style-type: none"> • Profitability • Customer satisfaction • Corporate image
6. Customer needs may include but not limited to:	<ul style="list-style-type: none"> • Social-cultural • Economic • Physiological
7. Applicable law may include but not limited to:	<ul style="list-style-type: none"> • Legal provisions • Health and safety • Employment act • An institution and F & B outlet act • EMCA 1999 • Liquor licensing
8. 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
9. Point of sale may include but not limited to:	<ul style="list-style-type: none"> • Micros stations • Cashiering stations • KOT (Kitchen order ticket) printers
10. Special bar concepts may include but not limited to:	<ul style="list-style-type: none"> • Mobile bars • Outside catering bars • Cocktail bars

	<ul style="list-style-type: none"> • Open bars • Cash bars • Milk bar • Mini bar
11. Occasion may include but not limited to:	<ul style="list-style-type: none"> • Christmas • Easter • Public holidays • Weekend • Birthdays • Anniversaries • Valentines • Idd/Diwali
12. 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
13. Bar menus may include but not limited to:	<ul style="list-style-type: none"> • Beverage menu • Cocktail menu • Snack menu • Wine list

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
- Analytical
- Leadership
- Listening
- Attention to detail
- Communication
- Report writing

- Negotiation
- Interpersonal
- Entrepreneurial
- Critical thinking
- Decision making
- Problem solving
- Information Technology (IT)

Underpinning 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
- Financial accounting
- Basic culinary techniques
- An institution and catering law
- Liquor licensing laws
- Hygiene and sanitation
- Food safety
- Principles of management
- Principles of 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	Assessment requires evidence that the candidate:
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	<ul style="list-style-type: none"> 1 .1Developed bar standard operating procedures accordingly. 1 .2Set and price bar menus correctly. 1 .3Monitored bar operations. 1 .4Handled guest complaints/ compliments correctly. 1 .5Prepared bar service report. 1 .6Reviewed bar menus. 1 .7Carried out bar outlet activities legally. 1 .8Supervised point of sale system accordingly. 1 .9Checked POS closing status. 1 .10 Recorded and secured revenue correctly. 1 .11 Handled safety and security issues appropriately. 1 .12 Confirmed compliance to policy and regulations. 1 .13 Planned bar entertainment activities. 1 .14 Carried costing of bar entertainment activities.
2. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 2 .1. A functional bar. 2 .2. A restaurant with a functional bar unit. 2 .3. An institution with a functional bar unit
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 Interview 3.4 Project 3.5 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 A combination of these 4.4 During industrial attachment <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>