



## **NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**FOOD AND BEVERAGE SALES AND SERVICE PROVIDER**

**KNQF LEVEL: 5**

**ISCED OCCUPATIONAL STANDARD CODE: 1013 454 B**



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## MANAGE FOOD AND BEVERAGE GUEST EXPERIENCE

UNIT CODE: HOS/OS/FB/CR/01/5/B

### UNIT DESCRIPTION

This unit specifies the competencies required to manage food and beverage guests' experience. It involves coordinating guest interactions, collecting, processing and disseminating guest information and handling guest's complaints and feedback.

### 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. <b><i>Bold and italicized terms are elaborated in the Range</i></b>
1. Coordinate guest interactions	1 .1. Guest is welcomed as per workplace policy. 1 .2. Guest is guided to desired location as per workplace policy. 1 .3. An institution services are promoted based on its products. 1 .4. <b><i>Options to enhance guest experience</i></b> are recommended based on guest preference, status, and duration of stay and workplace policy.
2. Collect, process and disseminate guest information	2 .1. Guest contact details are taken and compiled as per workplace policy. 2 .2. Guest <b><i>dietary preferences/needs</i></b> and <b><i>special requirements</i></b> are obtained as workplace policy. 2 .3. Guest information is shared with relevant stakeholders as per workplace policy.
3. Handle guest's complaints	3.1 The guest's complaint is received as per the workplace procedures and SOPs. 3.2 The guest is listened to with empathy as per the SOPs. 3.3 The guest is isolated (where necessary) for privacy as per the SOPs. 3.4 Demonstrate calmness and professionalism when handling the guest complaints as per the SOPs. 3.5 Details of complaints are noted down as per SOPs and workplace policy. 3.6 Solution options are offered to the guest as per the workplace policy.

	3.7 Follow up on the guest complain to ascertain satisfaction as per the SOPs.
4. Handle guest's feedback	<p>4.1 Feedback from the guests is obtained, analyzed and shared as per workplace policy.</p> <p>4.2 Guest feedback is addressed as per workplace policy.</p> <p>4.3 Action taken on guest information is followed-up and monitored as per workplace policy.</p> <p>4.4 <b>Compensation of guest experience</b> is conducted as per workplace policy and SOPs.</p> <p>4.5 Satisfaction of the guest is assessed based on guest feedback and/or future experience with the guest.</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 Options to enhance guest experience may include but not limited to:	<ul style="list-style-type: none"> <li>• Menu options</li> <li>• Seating arrangements</li> <li>• Special orders</li> </ul>
2 Dietary preferences/needs may include but not limited to:	<ul style="list-style-type: none"> <li>• Vegetarian meals</li> <li>• Lactose intolerance</li> <li>• Gluten intolerance</li> <li>• Sugar free products</li> <li>• Nut allergies</li> <li>• Protein allergies</li> </ul>
3 Special requirements may include but not limited to:	<ul style="list-style-type: none"> <li>• Birthday entertainment</li> <li>• Wheelchair access</li> <li>• Baby chairs</li> <li>• Baby walkers</li> <li>• Family seating</li> <li>• Valet services</li> <li>• Nanny services</li> </ul>
4 Compensation of guest experience may include but not limited to:	<ul style="list-style-type: none"> <li>• Replacement service</li> <li>• Complimentary meal/beverage</li> <li>• Refund</li> </ul>

## **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.

- Communication
- Interpersonal
- F&B service skills
- Listening
- Problem solving
- Negotiation
- Attention to detail
- Analytical
- Leadership
- Entrepreneurial
- Critical thinking
- Information Technology (IT)
- Decision making
- Customer care

### **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
- Business communication
- Customer care
- Property care and maintenance
- Basic culinary techniques
- Basic catering laws
- Hygiene and sanitation
- Food safety
- Basic marketing

## **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"> <li>1.1 Welcomed guests courteously.</li> <li>1.2 Guided guests to the desired location.</li> <li>1.3 Promoted institution products and services.</li> <li>1.4 Recommended options to enhance guest experience.</li> <li>1.5 Collected and compiled guest information.</li> <li>1.6 Shared guest information with relevant stakeholders on time.</li> <li>1.7 Obtained, analyzed and shared guest feedback from the guests.</li> <li>1.8 Followed up and monitored action taken on guest information.</li> <li>1.9 Conducted compensation of guest experience appropriately.</li> <li>1.10 Assessed guest satisfaction.</li> </ul>
2. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>2.1 An institution with a functional food and beverage department</li> <li>2.2 Stationery</li> </ul>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Observation</li> <li>3.2 Written tests</li> <li>3.3 Oral questioning</li> <li>3.4 Third party report</li> </ul>
4. Context of Assessment	<p>Competency may be assessed:</p> <ul style="list-style-type: none"> <li>4.1 On-the-job,</li> <li>4.2 Off-the-job</li> <li>4.3 Or a combination of these</li> <li>4.4 During industrial attachment</li> </ul> <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>