



## **NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**FOOD AND BEVERAGE SALES AND SERVICE PROVIDER**

**KNQF LEVEL: 5**

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



**TVET CDACC**  
**P.O BOX 15745-00100**  
**NAIROBI**

## MANAGE FOOD AND BEVERAGE OPERATIONS

UNIT CODE: HOS/OS/FB/CR/03/5/B

### UNIT DESCRIPTION

This unit specifies the competencies required to manage food and beverage operations. It involves planning, carrying out food and beverage service operations and controlling food and beverage services.

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENTS	PERFORMANCE CRITERIA
These describe the <b>key outcomes</b> which make up workplace function.	<p>These are <b>assessable statements</b> which specify the required level of performance for each of the elements.</p> <p><b><i>Bold and italicized terms are elaborated in the Range</i></b></p>
1. Plan for operations in food and beverage service outlet	<ul style="list-style-type: none"><li>1.1 Food and beverage outlet is opened in accordance with workplace policy.</li><li>1.2 <b><i>Food and beverage outlet operating equipment</i></b> and <b><i>service ware</i></b> are prepared for use as per the menu or daily specials.</li><li>1.3 <b><i>F&amp;B outlet furniture is set</i></b> in accordance to outlet policy and design.</li><li>1.4 Service stations are prepared in accordance with outlet policies and standard operating procedures.</li><li>1.5 Side boards are prearranged as per the menu and daily specials.</li></ul>
2. Carry out food and beverage service operations	<ul style="list-style-type: none"><li>2.1 Tables are set in accordance with outlet SOPs.</li><li>2.2 <b><i>Daily specials</i></b> are offered as per F &amp; B outlet policy.</li><li>2.3 Orders are taken as the SOPs</li><li>2.4 Food and beverages are served to the customer as per SOPs</li><li>2.5 Payment is received and processed as per organizational policy and SOPs.</li><li>2.6 Guest complaints/ compliments are handled as per workplace policy and SOPs.</li></ul>

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3. Control food and beverage services	<p>3.1 Point of sale system is operated in accordance with outlet SOPs.</p> <p>3.2 Closing stocks are checked and recorded.</p> <p>3.3 Safety and security issues are handled as per workplace policy and legal requirements.</p> <p>3.4 Compliance to policy and regulations is confirmed as per legal requirements.</p> <p>3.5 F &amp; B outlet operations are monitored according to SOPs.</p> <p>3.6 F &amp; B service report is prepared and shared with relevant personnel as per workplace policy.</p>

## RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Operating equipment and service ware may include but not limited to:	<ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Glassware</li> <li>• Hollow ware</li> <li>• Trays</li> <li>• Sideboards</li> <li>• Linen</li> <li>• Condiments</li> <li>• Service Trolleys</li> </ul>
2. Daily special may include but not limited to:	<ul style="list-style-type: none"> <li>• Daily menus</li> <li>• Signature dishes</li> </ul>
3. F & B outlet furniture may include but not limited to:	<ul style="list-style-type: none"> <li>• Tables</li> <li>• Chairs</li> </ul>

	<ul style="list-style-type: none"> <li>• Sideboard</li> <li>• Trolleys</li> </ul>
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## 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 skills
- Leadership
- Listening
- Attention to detail
- Communication
- Negotiation
- Interpersonal skills
- Entrepreneurial skills
- Critical thinking
- Problem solving
- Information Technology (IT)
- 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.

- F&B operations
- Property management
- Basic culinary techniques
- Basic catering law
- Hygiene and sanitation
- Food safety
- Basic marketing
- Business communication
- Basic human resource management
- 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"> <li>1.1 Planned F&amp;B outlet operating equipment and service ware for use as per the menu or daily specials.</li> <li>1.2 Set F&amp;B outlet furniture in accordance to outlet policy and design.</li> <li>1.3 Prepared service stations in accordance with outlet policies and standard operating procedures.</li> <li>1.4 Prearranged side boards as per the menu and daily specials.</li> <li>1.5 Set tables in accordance with outlet sops.</li> <li>1.6 Offered daily specials as per F &amp; B outlet policy.</li> <li>1.7 Handled guest complaints/ compliments as per workplace policy.</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 F&amp;B department</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 Interviews</li> <li>3.4 Project</li> <li>3.5 Third party reports</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>