



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
P.O. BOX 15745-00100
NAIROBI**

MANAGE FOOD AND BEVERAGE OPERATIONS

UNIT CODE: HOS/OS/FB/CR/02/6/B

UNIT DESCRIPTION

This unit specifies the competencies required to manage food and beverage operations (F&B). It involves plan and organizing operations in food and beverage service outlet, overseeing operations in food and beverage service outlet and controlling and directing operations in food and beverage service outlet.

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 and organize operations in food and beverage service outlet	1 .1F & B outlet standard operating procedures are developed in accordance with organizational policy. 1 .2Duty rota and daily tasks are prepared as per outlet operational needs . 1 .3F & B outlet duties are assigned as per job description. 1 .4F & B outlet is opened in accordance with workplace policy. 1 .5Daily specials are planned in accordance to the F & B outlet concept . 1 .6New menu is set and priced as per management objectives and guest needs . 1 .7 F&B outlet operating equipment and service ware are prepared for use as per the menu or daily specials. 1 .8 F&B outlet furniture is set in accordance to F & B outlet policy and design. 1 .9Service stations are prepared in accordance with F & B outlet policies and standard operating procedures. 1 .10 Side boards are prearranged as per the menu and daily specials.

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. Oversee operations in food and beverage service outlet	2 .1Tables are set up in accordance with F & B outlet SOPs. 2 .2 Daily specials are offered as per F & B outlet policy. 2 .3F & B outlet operations are monitored according to SOPs. 2 .4Guest complaints/ compliments are handled as per workplace policy. 2 .5Outlet service report is prepared as per F & B outlet policy. 2 .6F & B menus are reviewed as per F & B outlet policies and SOPs. 2 .7F & B outlet activities are carried out according to applicable laws .
3. Control and direct operations in food and beverage service outlet	3.1 Point of sale system is supervised in accordance with F & B outlet SOPs. 3.2 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 legal requirements. 3.6 F & B service report is prepared and shared with relevant personnel as per workplace policy.

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"> • Cutlery • Crockery • Glassware • Hollow ware • Trays • Sideboards • Linen • Condiments • Service Trolleys
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. Daily special May include but not limited to:	<ul style="list-style-type: none"> • Daily menus • Signature dishes
4. F & B outlet concept May include but not limited to:	<ul style="list-style-type: none"> • Theme and décor • Cuisine • 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 restaurant outlet act • EMCA 1999

VARIABLE	RANGE
8. F & B outlet furniture May include but not limited to:	<ul style="list-style-type: none"> • Tables • Chairs • Sideboard • Trolleys
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

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
- Analytical
- Leadership
- Listening
- Attention to detail
- Communication
- Report writing
- Negotiation
- Interpersonal
- Entrepreneurial
- 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
- Basic accounting
- Financial management
- Property management
- Basic culinary techniques
- An institution and catering law
- Hygiene and sanitation
- Food safety
- Principles of management
- Principles of 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	Assessment requires evidence that the candidate:
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	<p>1 .1. Developed F & B outlet standard operating procedures.</p> <p>1 .2. Set and priced new menus.</p> <p>1 .3. Monitored F & B outlet operations.</p> <p>1 .4. Handled guest's complaints and compliments correctly.</p> <p>1 .5. Reviewed Food and Beverage menus.</p> <p>1 .6. Supervised point of sale system.</p> <p>1 .7. Checked closing stocks.</p> <p>1 .8. Recorded and secured revenue.</p> <p>1 .9. Handled safety and security issues effectively.</p> <p>1 .10 Confirmed compliance to policy and regulations.</p> <p>1 .11 Prepared and shared food and beverage service report with relevant personnel.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2.1 An institution with a functional F&B department and a food production unit.</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Observation</p> <p>3.2 Written tests</p> <p>3.3 Interviews</p> <p>3.4 Project</p> <p>3.5 Third party reports</p>
4. Context of Assessment	<p>Competency may be assessed:</p> <p>4.1 On-the-job,</p> <p>4.2 Off-the-job</p> <p>4.3 Or a combination of these</p> <p>4.4 During industrial attachment</p> <p>Off the job assessment must be undertaken in a closely simulated workplace environment.</p>
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended