



**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**FOOD AND BEVERAGE SALES AND SERVICE MANAGER**

**KNQF LEVEL: 6**

**ISCED OCCUPATIONAL STANDARD CODE: 0721 654 B**



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NAIROBI**

## MANAGE FOOD AND BEVERAGE REVENUE PERFORMANCE

**UNIT CODE:** HOS/OS/FB/CR/08/6/B

### UNIT DESCRIPTION

This unit specifies the competencies required to manage food and beverages revenue performance. It involves developing and costing food and beverages standard recipes, determining menu prices, monitoring food and beverages stock levels and controlling and reporting revenue and expenditure.

This unit applies to the Hospitality industry.

### Elements and Performance Criteria

These describe the <b>key outcomes</b> which make up workplace function.	<b>Performance Criteria</b> These are <b>assessable statements</b> which specify the required level of performance for each of the elements.
1. Develop and cost food and beverages standard recipes	1 .1Research is conducted based on target market dining preferences. 1 .2Data and information is organized and presented as per the workplace policy 1 .3Data and information is analyzed, reported and recommendations given based research findings. 1 .4Standard recipes are developed as per target market requirements/research findings. 1 .5Cost of production is determined based on cost of ingredients and <b>incidental costs</b> . 1 .6. Standard recipes are documented as per workplace policy.
2. Determine menu prices	2 .1Selling price is calculated based on food and beverage cost percentage profit margin, competitor price and <b>management objectives</b> . 2 .2Selling price is communicated to stakeholders as per workplace policy. 2 .3Menu selling price is configured into the POS as per workplace policy. 2 .4POS is interfaced with institution PMS (property management system) as per workplace policy.
3. Monitor food and beverages stock levels	3.1 Par stock levels are determined as per outlet business. 3.2 Stock taking is conducted as per workplace policy.

	<p>3.3 Stock take reports are prepared and communicated to the <b><i>relevant stakeholders</i></b>.</p> <p>3.4 Stock reconciliation is carried out against set par levels.</p> <p>3.5 Stocking re-ordering is done based on set par level.</p>
4. Control revenue collection and expenditure	<p>4.1 Posting of menu items is conducted in accordance with workplace policy.</p> <p>4.2 Billing is carried out in accordance with set menu prices and workplace policy.</p> <p>4.3 Cashiering activities are carried out as per accounting and workplace policy.</p> <p>4.4 End of day <b><i>reporting</i></b> is done as per workplace policy.</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. Incidental costs may include but not limited to:	<ul style="list-style-type: none"> <li>• Energy</li> <li>• Labour</li> <li>• Water</li> <li>• Spoilage/Spillage/Wastage</li> <li>• Depreciation</li> </ul>
2. Menu may include but not limited to:	<ul style="list-style-type: none"> <li>• Food</li> <li>• Beverage</li> <li>• price</li> </ul>
3. Standard recipes may include but not limited to:	<ul style="list-style-type: none"> <li>• Food</li> <li>• Beverage</li> <li>• Quantity</li> </ul>
4. Management objectives may include but not limited to:	<ul style="list-style-type: none"> <li>• Positioning</li> <li>• Corporate image</li> <li>• Profitability</li> <li>• Customer satisfaction</li> </ul>

5. Relevant stakeholders. may include but not limited to:	<ul style="list-style-type: none"> <li>• Financial controller</li> <li>• F&amp;B manager</li> <li>• Bar tenders</li> <li>• Store keeper</li> </ul>
6. Reporting may include but not limited to:	<ul style="list-style-type: none"> <li>• Food cost reports</li> <li>• Beverage cost reports</li> <li>• Stock reconciliation reports</li> <li>• Shift cashiering reports</li> <li>• End of day outlet reports</li> <li>• Daily sales report</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.

- Analytical
- Leadership
- Listening
- Attention to detail
- Communication
- Report writing
- Negotiation
- Interpersonal
- Entrepreneurial
- Critical thinking
- Problem solving
- Information Technology (IT)
- Decision making
- Customer care

### 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
- Accounting
- Property management
- Basic culinary techniques
- An institution and catering law
- Hygiene and sanitation
- Principles of management
- Business communication
- Food safety

## 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> <p>1 .1Conducted research based on target market. 1 .2Organized data and information collected. 1 .3Analyzed data and information, and gave a report on research findings. 1 .4Developed standard recipes. 1 .5Determined cost of production. 1 .6Documented standard recipes. 1 .7Calculated selling prices. 1 .8Communicated selling price. 1 .9Determined stock par levels. 1 .10 Prepared and shared stock taking reports with <b><i>relevant stakeholders</i></b>. 1 .11 Carried out stock reconciliation. 1 .12 Did end of day reporting.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2 .1An institution with a functional food and beverage department and a food production unit. 2 .2A functional F&amp;B outlet</p>

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 Interview</li> <li>3.4 Project</li> <li>3.5 Third party report</li> <li>3.6 Portfolio of evidence</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>