



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 ROOM SERVICE

UNIT CODE: HOS/OS/FB/CR/04/6/B

UNIT DESCRIPTION

This unit specifies the competencies required to manage room service operations. It involves planning room service operations, overseeing room service operations and controlling and directing room service operations.

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 room service operations	1.1 Room service standard operating procedures are developed in accordance with workplace policy. 1.2 Room service staff is sensitized on room service procedures as per SOPs. 1.3 Room service station Fixture, Furniture and Equipment (FF&E) is set in accordance to workplace policy and number of guests/size of institution. 1.4 Room service operating equipment and service ware are prepared for use as per the menu. 1.5 Menus are set, costed and priced as per management objectives and guest needs. 1.6 Duty rota and daily tasks are prepared as per room service operational needs . 1.7 Room service duties are assigned as per job description. 1.8 Room service is provided in accordance with workplace policy.

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 room service operations	2.1 Room service tray is set up in accordance with room service SOPs. 2.2 Daily specials are offered as per workplace policy. 2.3 Room service operations are monitored according to SOPs. 2.4 Guest complaints/ compliments are handled as per workplace policy. 2.5 Room service report is prepared as per workplace policy. 2.6 Room service menus are reviewed as per best practices and SOPs. 2.7 Room service is carried out according to workplace policy and applicable law .
3. Control and direct room service operations	3.1 Point of sale system is supervised in accordance with room service 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 Room service report is shared with relevant stakeholders as per workplace policy.

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. Fixture, Furniture and Equipment (FF&E) may include but not limited to:	<ul style="list-style-type: none"> • Cabinets • Coolers • Shelves • Trolleys • Trays • Linen • Cutlery • Crockery • Glassware • Hollow ware • Room service accessories
2. Room service operating equipment may include but not limited to:	<ul style="list-style-type: none"> • Trolleys • Foldable table
3. Service ware may include but not limited to:	<ul style="list-style-type: none"> • Cutlery • Crockery • Glassware • Hollow ware • Glasswasher
4. Management objectives may include but not limited to:	<ul style="list-style-type: none"> • Profitability • Customer satisfaction • Corporate image

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 skill
- Basic food production skills

- Analytical
- Leadership
- Listening
- Attention to detail
- Communication
 - Telephone etiquette
 - Report writing
- Negotiation
- Interpersonal
- Entrepreneurial
- Critical thinking
- Problem solving
- Information Technology (IT)
- 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.

The individual needs to demonstrate knowledge of:

- F&B operations
- Communication
- Guest relations
- Basic accounting
- Financial accounting
- Property management
- Basic culinary techniques
- An institution and catering law
- Hygiene and sanitation
- Food safety
- Principles of management
- Sales and 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> <p>1.1 Developed room service standard operating procedures.</p> <p>1.2 Room service menu is set, costed and priced as per management objectives and guest needs.</p> <p>1.3 Prepared duty rota and allocated daily tasks appropriately.</p> <p>1.4 Monitored room service operations.</p> <p>1.5 Handled guest complaints/ compliments appropriately.</p> <p>1.6 Prepared room service report comprehensively.</p> <p>1.7 Supervised point of sale system effectively.</p> <p>1.8 Checked closing stocks.</p> <p>1.9 Recorded and secured revenues.</p> <p>1.10 Handled safety and security issues correctly.</p> <p>1.11 Confirmed compliance to policy and regulations.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> • An institution with a functional food and beverage department and a food production unit.
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 Interview</p> <p>3.4 Project</p> <p>3.5 Third party report</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	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>