



**REPUBLIC OF KENYA**

**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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NAIROBI**

## MANAGE SPECIALITY OUTLETS

**UNIT CODE: HOS/OS/FB/CR/06/5/B**

### UNIT DESCRIPTION

This unit specifies the competencies required to manage specialty outlets. It involves preparing for specialty outlet operations, carrying out and controlling specialty outlet operations.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>Elements</b> 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. <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Prepare for specialty outlet operations	<ul style="list-style-type: none"><li>1.1 Specialty outlet menu is availed as per outlet concept.</li><li>1.2 Specialty outlet <i><b>Furniture, Fittings and Equipment (FF&amp;E)</b></i> is set as per outlet concept.</li><li>1.3 Daily tasks are assigned as per <i><b>outlet operational needs.</b></i></li><li>1.4 Specialty outlet service SOPs are followed as per outlet concept.</li><li>1.5 Specialty outlet is opened in accordance with workplace policy.</li><li>1.6 Daily specials are confirmed in accordance with the <i><b>outlet concept.</b></i></li><li>1.7 <i><b>Service stations</b></i> are prepared in accordance with outlet policies and standard operating procedures.</li><li>1.8 Side boards are prearranged as per the menu and daily specials.</li></ul>

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2. Carry out operations of a Specialty outlet	2.1 Outlet set-up is done in accordance with outlet concept. 2.2 Daily specials are promoted as per outlet policy. 2.3 Orders are taken 2.4 Food and beverages are served according to customer needs 2.5 Billing is done as per work place SOPs 2.6 Outlet operations are monitored according to SOPs. 2.7 Guest complaints/compliments are handled as per workplace policy. 2.8 <i><b>Speciality outlet activities</b></i> are carried out according to <i><b>applicable law.</b></i>
3. Control specialty outlet operations	3.1 <i><b>Point of sale</b></i> system is operated in accordance with outlet SOPs. 3.2 Opening stocks are checked against established par levels. 3.3 Portion control is applied 3.4 Payment is received and processed as per workplace policy 3.5 Safety and security issues are handled as per workplace policy and legal requirements. 3.6 Compliance to policy and regulations is confirmed as per legal requirements. 3.7 Closing stocks are checked against the sales and deliveries.

## **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.

<b>Variable</b>	<b>Range</b>
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1. Speciality furniture, fittings and equipment (FF&E) may include but not limited to:	<ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Glassware</li> <li>• Trays</li> <li>• Sideboards</li> <li>• Linen</li> <li>• Condiments</li> <li>• Table</li> <li>• Chairs</li> <li>• Mats</li> <li>• Lighting</li> <li>• Lampshades</li> </ul>
2. Outlet operational needs may include but not limited to:	<ul style="list-style-type: none"> <li>• Shift coverage</li> <li>• Completion of tasks</li> <li>• Completion of service cycle</li> <li>• Type of clientele</li> <li>• Type of menu</li> </ul>
3. Outlet concept may include but not limited to:	<ul style="list-style-type: none"> <li>• Theme and décor</li> <li>• Cuisine</li> <li>• Target clientele</li> </ul>
4. Service stations may include but not limited to:	<ul style="list-style-type: none"> <li>• Sushi bars</li> <li>• Live cooking stations</li> <li>• Carving station</li> </ul>
5. Specialty outlet activities may include but not limited to:	<ul style="list-style-type: none"> <li>• Entertainment</li> <li>• Celebrations</li> <li>• Fireworks displays</li> </ul>
6. Applicable Law may include but not limited to:	<ul style="list-style-type: none"> <li>• Legal provisions</li> <li>• Health and safety</li> <li>• Employment act</li> <li>• An institution and restaurants act</li> <li>• EMCA 1999</li> </ul>
7. Point of sale may include but not limited to:	<ul style="list-style-type: none"> <li>• Micros stations</li> <li>• Cashiering stations</li> <li>• KOT (Kitchen order ticket) printers</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.

- F&B service techniques
- Analytical skills
- Leadership skills
- Communication
- Negotiation
- Interpersonal skills
- Entrepreneurial skills
- Critical thinking
- Problem solving
- Information Technology (IT)
- Customer care
- 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.

The individual needs to demonstrate knowledge of:

- F&B operations
- Special cuisine
- Specialty/ethnic culture
- Property care and maintenance
- Basic culinary terms
- Basic catering law
- Safety and security
- Hygiene and sanitation
- Food safety
- Basic sales and marketing
- Communication
- Basic human resource management

## **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 Speciality outlet FF and E is set as per outlet concept.</p> <p>1.2 Service stations are prepared in accordance with outlet policies and standard operating procedures.</p> <p>1.3 Outlet set-up is done in accordance with outlet concept.</p> <p>1.4 Orders are taken</p> <p>1.5 Food and beverages are served according to customer needs</p> <p>1.6 Billing is done as per work place SOPs</p> <p>1.7 Guest complaints/compliments are handled as per workplace policy.</p> <p>1.8 Portion control is applied</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2.1 A functional Specialty food and beverage outlet with a food production unit / An institution with a specialty food and beverage outlet.</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 Oral questioning</p> <p>3.4 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>