



**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 SPECIALITY OUTLETS

**UNIT CODE:** HOS/OS/FB/CR/06/6/B

### UNIT DESCRIPTION

This unit specifies the competencies required to manage specialty outlets. It involves planning and preparing to operate specialty outlet, overseeing operations of a specialty outlet and controlling and directing specialty outlet operations. It also entails managing the provision of specialty outlet entertainment.

This unit applies to the Hospitality industry

### 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.
1. Plan and prepare to operate specialty outlet	<ul style="list-style-type: none"><li>1.1 Specialty outlet concept is developed based on the management objectives.</li><li>1.2 Specialty outlet menu is prepared as per outlet concept.</li><li>1.3 Menus are priced as per management objectives, guest needs and menu complexity.</li><li>1.4 Speciality outlet FF and E is established as per outlet concept.</li><li>1.5 Speciality outlet staffing levels are established as per outlet organizational Structure</li><li>1.6 Speciality outlet staff is recruited based on <i>special competencies</i> and organization structure.</li><li>1.7 Duty rota and daily tasks are prepared as per <b>outlet operational needs</b>.</li><li>1.8 Speciality outlet duties are assigned as per job description.</li><li>1.9 Speciality outlet service SOPs are developed as per outlet concept.</li><li>1.10 Speciality outlet is opened in accordance with workplace policy.</li><li>1.11 Daily specials are planned in accordance with the <b>outlet concept</b>.</li></ul>

<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.
	1.12 <i><b>Service stations</b></i> are prepared in accordance with outlet policies and standard operating procedures. 1.13 Side boards are prearranged as per the menu and daily specials.
2. Oversee operations of a Specialty outlet	2.1 Outlet set-up is done in accordance with outlet concept. 2.2 Daily specials are offered as per outlet policy. 2.3 Outlet operations are monitored according to SOPs. 2.4 Speciality menus are priced as per outlet accounting policy. 2.5 Guest complaints/compliments are handled as per workplace policy. 2.6 Outlet service report is prepared as per outlet policy. 2.7 Speciality outlet menus are reviewed as per outlet policies and SOPs. 2.8 <i><b>Speciality outlet activities</b></i> are carried out according to <i><b>applicable law</b></i> .
3. Control and direct specialty outlet operations	3.1 <b>Point of sale</b> system is supervised in accordance with outlet SOPs. 3.2 Opening and 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 per legal requirements. 3.6 Speciality outlet <b>service report</b> is prepared and 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. Special competencies may include but not limited to:	<ul style="list-style-type: none"> <li>• Speciality cuisine chef</li> <li>• Nyama Choma (Barbecue)</li> <li>• Sushi chef</li> <li>• Tepanyaki table chef</li> <li>• Indian</li> <li>• Thai</li> <li>• Chinese</li> <li>• Moroccan</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. Speciality 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. Management objectives may include but not limited to:	<ul style="list-style-type: none"> <li>• Profitability</li> <li>• Customer satisfaction</li> <li>• Positioning</li> <li>• Corporate image</li> </ul>
8. 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>
9. 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 skill
- Speciality/ethnic skills
- Analytical
- Leadership
- Listening
- Attention to detail
- Communication

- Report writing
- Negotiation
- Interpersonal
- Entrepreneurial
- Critical thinking
- Problem solving
- Information Technology (IT)
- Customer care
- Decision making

### **Underpinning 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
- Speciality/ethnic culture
- Basic accounting
- Financial accounting
- Property management
- Basic culinary techniques
- An institution and catering law
- Safety and security
- Hygiene and sanitation
- Food safety
- Principles of management
- Principles of marketing
- Business 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 Prepared speciality outlet menu as per outlet concept.</p>
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	<p>1.2 Set and priced menus as per management objectives, guest needs and menu complexity.</p> <p>1.3 Established Speciality outlet FF and E as per outlet concept.</p> <p>1.4 Established Speciality outlet staffing levels as per outlet organizational Structure</p> <p>1.5 Recruited speciality outlet staff based on <i>special competencies</i> and organization structure.</p> <p>1.6 Developed speciality outlet service SOPs as per outlet concept.</p> <p>1.7 Monitored outlet operations according to SOPs.</p> <p>1.8 Developed, reviewed and priced speciality menus as per outlet accounting policy.</p> <p>1.9 Handled guest complaints/ compliments as per workplace policy.</p> <p>1.10 Prepared and shared outlet service report as per outlet policy.</p> <p>1.11 Carried out <i>Speciality outlet activities</i> according to <i>applicable law</i>.</p> <p>1.12 Supervised <b>Point of Sale</b> system in accordance with outlet SOPs.</p> <p>1.13 Recorded and secured Revenue as per accounting policy.</p> <p>1.14 Handled safety and security issues as per workplace policy and legal requirements.</p> <p>1.15 Confirmed compliance to policy and regulations as per legal requirements.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2 .1. A functional Speciality F &amp;B outlet with a food production unit.</p> <p>2 .2. An institution with a specialty F &amp; B 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 Interview</p> <p>3.4 Project</p> <p>3.5 Third party report</p> <p>3.6 Portfolio of evidence</p>

<p>4. Context of Assessment</p>	<p>Competency may be assessed:</p> <p>2.1 On-the-job, 2.2 Off-the-job 2.3 Or a combination of these 2.4 During industrial attachment</p> <p>Off the job assessment must be undertaken in a closely simulated workplace environment.</p>
<p>5. Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>