



**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**FOOD AND BEVERAGE SALES AND SERVICE PROVIDER**

**KNQF LEVEL 4**

**ISCED OCCUPATIONAL STANDARD CODE: 1013 354B**



**TVET CDACC  
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NAIROBI**

## OPERATE SPECIALTY OUTLETS

**UNIT CODE:** HOS/OS/FB/CR/06/4/B

### UNIT DESCRIPTION

This unit specifies the competencies required to operate 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 key outcomes 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 <i><b>Specialty outlet Furniture, Fittings and Equipment (FF and 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 arranged as per the menu and daily specials.</li></ul>

<b>Elements</b> These describe the key outcomes 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. <b><i>Bold and italicized terms are elaborated in the Range</i></b>
2. Carry out operations of a Specialty outlet	<p>2 .1 Outlet set-up is done in accordance with outlet concept.</p> <p>2 .2 Daily specials are promoted as per outlet policy.</p> <p>2 .3 Orders are taken as per the work place policy and SOPs.</p> <p>2 .4 Food and beverages are served according to customer needs and as per SOPs.</p> <p>2 .5 Billing is done as per work place policy and SOPs</p> <p>2 .6 Outlet operations are monitored according to SOPs.</p> <p>2 .7 Guest complaints/compliments are handled as per workplace policy.</p> <p>2 .8 <b><i>Speciality outlet activities</i></b> are carried out according to <b><i>applicable laws</i></b>.</p>
3. Control specialty outlet operations	<p>3.1 <b><i>Point of sale</i></b> system is operated in accordance with outlet SOPs.</p> <p>3.2 Opening stocks are checked against established par levels.</p> <p>3.3 Portion control is applied as per work place policy.</p> <p>3.4 Payment is received and processed as per workplace policy.</p> <p>3.5 Safety and security issues are handled as per workplace policy and legal requirements.</p> <p>3.6 Compliance to policy and regulations is confirmed as per legal requirements.</p> <p>3.7 Closing stocks are checked against the sales and deliveries.</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.

<b>Variable</b>	<b>Range</b>
1. Specialty Furniture, Fittings and Equipment	<ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Glassware</li> </ul>

(FF&E) may include but not limited to:	<ul style="list-style-type: none"> <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 e.g. Diwali</li> <li>• Fireworks displays</li> <li>• Cultural nights</li> </ul>
6. Applicable laws may include but not limited to:	<ul style="list-style-type: none"> <li>• Occupational Health and safety Act, 2007</li> <li>• Liquor licensing Act, 2010</li> <li>• Employment Act. 2007</li> <li>• The hotels and restaurants Act 2009</li> <li>• Environmental Management and Co-ordination Act, Revised 2012 (1999)</li> </ul>
7. Point of sale include may 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.

- Bar service
- Reservations
- Coordination
- Organizing
- Analytical
- Supervisory
- Leadership
- Communication
- Report writing
- Negotiation
- Interpersonal
- Entrepreneurial
- Problem solving
- Computer proficiency
- Customer care
- Decision making
- Listening
- Attention to details

## **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:

- Food and beverages sales service operations
- Special cuisine
- Specialty/ethnic culture
- Basic culinary
- Sales and marketing
- Customer care
- Property care and maintenance
- Basic human resource management
- Team work
- Basic marketing
- Property care and maintenance

- Hygiene and sanitation
- Food safety
- Occupation, Health and safety
- The hotels and restaurants Act 2009
- Liquor licensing laws
- First aid
- Business communication

## 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 service stations in accordance with outlet policies and standard operating procedures.</p> <p>1.2 Set up speciality outlet FF and E as per outlet concept.</p> <p>1.3 Set-up speciality outlet concept in accordance with work place policy.</p> <p>1.4 Orders are taken as per SOPs</p> <p>1.5 Served food and beverages according to customer needs and SOPs</p> <p>1.6 Billed customers as per work place SOPs</p> <p>1.7 Handled guest complaints/compliments as per workplace policy.</p> <p>1.8 Applied portion control as per work place policy</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2.1 A functional Specialty 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 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 both.</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.