



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
P.O. BOX 15745-00100
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

| Elements | Performance Criteria |
|---|---|
| These describe the key outcomes which make up workplace function. | These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i> |
| 1. Prepare for specialty outlet operations. | 1.1 Specialty outlet menu is availed as per outlet concept. 1.2 <i>Specialty outlet Furniture, Fittings and Equipment (FF and E)</i> is set as per outlet concept. 1.3 Daily tasks are assigned as per <i>outlet operational needs</i> . 1.4 Specialty outlet service SOPs are followed as per outlet concept. 1.5 Specialty outlet is opened in accordance with workplace policy. 1.6 Daily specials are confirmed in accordance with the <i>outlet concept</i> . 1.7 <i>Service stations</i> are prepared in accordance with outlet policies and standard operating procedures. 1.8 Side boards are arranged as per the menu and daily specials. |

| 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. <i>Bold and italicized terms are elaborated in the Range</i> |
|--|---|
| 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 <i>Speciality outlet activities</i> are carried out according to <i>applicable laws</i>.</p> |
| 3. Control specialty outlet operations | <p>3.1 <i>Point of sale</i> 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.

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

| | |
|---|---|
| <p>(FF&E) may include but not limited to:</p> | <ul style="list-style-type: none"> • Trays • Sideboards • Linen • Condiments • Table • Chairs • Mats • Lighting Lampshades |
| <p>2. Outlet operational needs may include but not limited to:</p> | <ul style="list-style-type: none"> • Shift coverage • Completion of tasks • Completion of service cycle • Type of clientele • Type of menu |
| <p>3. Outlet concept may include but not limited to:</p> | <ul style="list-style-type: none"> • Theme and décor • Cuisine • Target clientele |
| <p>4. Service stations may include but not limited to:</p> | <ul style="list-style-type: none"> • Sushi bars • Live cooking stations • Carving station |
| <p>5. Specialty outlet activities may include but not limited to:</p> | <ul style="list-style-type: none"> • Entertainment • Celebrations e.g. Diwali • Fireworks displays • Cultural nights |
| <p>6. Applicable laws may include but not limited to:</p> | <ul style="list-style-type: none"> • Occupational Health and safety Act,2007 • Liquor licensing Act, 2010 • Employment Act. 2007 • The hotels and restaurants Act 2009 • Environmental Management and Co-ordination Act, Revised 2012 (1999) |
| <p>7. Point of sale include may but not limited to:</p> | <ul style="list-style-type: none"> • Micros stations • Cashiering stations • KOT (Kitchen Order Ticket) printers |

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.

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| 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 &B outlet with a food production unit</p> <p>2.2 An institution with a specialty F & 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> |

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| | <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. |