



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
P.O. BOX 15745-00100
NAIROBI**

PERFORM FOOD AND BEVERAGE ADMINISTRATIVE DUTIES

UNIT CODE: HOS/OS/FB/CR/07/6/B

UNIT DESCRIPTION

This unit describes the competencies required to perform food and beverage administrative duties. It involves planning, coordinating and controlling departments' activities. It also entails managing personnel, representing the institution in external fora and performing institution duty management role from time to time.

It applies in the Hospitality sector.

ELEMENT AND PERFORMANCE CRITERIA

ELEMENT 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>
1. Plan food and beverage department activities	1.1 Goals and objectives of the department are developed based on the strategy of the institution. 1.2 Departments' organization structure is developed based on institutions' master plan. 1.3 Tasks are developed as per goals and objectives of the department and organization structure. 1.4 <i>Required resources</i> are determined based on tasks to be performed. 1.5 Departments' operation plan is developed based on the institutions' master plan. 1.6 Departments' plan implementation schedules are developed based tasks, objectives and resources availability. 1.7 Methods and tools for monitoring work progress are determined based on implementation schedule. 1.8 Departments' plan is shared with implementers as per workplace policy.
2. Coordinate food and beverage department activities	2.1 Departmental meetings are held regularly as per operation schedules and best practices.

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	<p>2.2 Resources are allocated based on departments' operation plan.</p> <p>2.3 Departments' performance reports are prepared, evaluated and disseminated to <i>relevant authority</i>.</p>
3. Control food and beverage department activities	<p>3.1 Follow-up activities are conducted to track progress as per department operational targets.</p> <p>3.2 Actual performance is measured and analyzed against expected performance targets.</p> <p>3.3 Performance gaps' <i>correction activities</i> are conducted as per progress report.</p> <p>3.4 Resource utilization is monitored based on workplace policy.</p>
4. Manage food and beverage department personnel	<p>4.1 Human resource policy is developed based on overall institution policy and best practices.</p> <p>4.2 Staff is recruited based human resources policy.</p> <p>4.3 Staff is inducted and deployed based human resource policy.</p> <p>4.4 Staff is supervised and appraised based on human resource policy.</p> <p>4.5 Staff performance feedback is given based on performance assessment results.</p> <p>4.6 Staff is <i>capacity built</i> and mentored based on training needs assessment report.</p> <p>4.7 Staff is compensated, <i>motivated</i> and welfare programmes developed and maintained based on human resource policy.</p> <p>4.8 Staff disciplinary and <i>separation issues</i> are handled as per human resource policy.</p>
5. Represent the institution in internal and external fora	<p>5.1 Institutions communication policy is developed based on institution vision, mission and best practices.</p> <p>5.2 Institutions' external communications are handled as per institutions' communication policy.</p> <p>5.3 <i>Legal and statutory requirements</i> are adhered to as required by law.</p>

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	5.4 <i>Stakeholder networks</i> and <i>partnerships</i> are established and maintained as per workplace policy.
6. Perform institution duty management role	<p>6.1 General institution operations are overseen as per SOPs and workplace policy.</p> <p>6.2 Interdepartmental activities are coordinated as per workplace policy.</p> <p>6.3 <i>Guest complaints</i> are received, handled and escalated as per workplace policy.</p> <p>6.4 Fire, life and safety issues are handled as per workplace crisis policy and best practices.</p> <p>6.5 Risk assessment is conducted as per workplace policy.</p> <p>6.6 <i>Staff issues</i> are received, handled and escalated as per workplace policy.</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
1. Required resources may include but not limited to:	<ul style="list-style-type: none"> • Human resource • Capital • Materials • Supplies • Tools • Equipment
2. Relevant authorities may include but not limited to:	<ul style="list-style-type: none"> • Government/ agencies • Directors • Local authorities • NGO

3. Corrective activities may include but not limited to:	<ul style="list-style-type: none"> • Resources reallocation • Training/capacity building
4. Capacity building may include but not limited to:	<ul style="list-style-type: none"> • Training • Coaching • Mentorship • Induction
5. Motivation may include but not limited to:	<ul style="list-style-type: none"> • Financial • Promotion • Appraisal • Capacity • Flexible working hours • Recognition
6. Separation issues may include but not limited to:	<ul style="list-style-type: none"> • Dismissal • Termination • Retirement • Death • Terminal illness • Duty dissertation
7. Legal and statutory requirements may include but not limited to:	<ul style="list-style-type: none"> • OSH Act 2007 • EMCA • Employment Act 2010 • Children's Act • NEMA regulations • Public health Act Cap 242 • HACCP
8. Partners may include but not limited to:	<ul style="list-style-type: none"> • Tour companies • Airlines • Travel agents • Local communities
9. Stakeholder networks may include but not limited to:	<ul style="list-style-type: none"> • Associations • Trade Unions • Other institutions • Government • Supplies

10. Guest complaints may include but not limited to:	<ul style="list-style-type: none"> • Food and beverages served • Room view • Room position • Cleanliness • Arrival experience • Room service
11. Staff issues may include but not limited to:	<ul style="list-style-type: none"> • Poor uniform • Absenteeism • Lateness • Intoxication • Fighting • Harassment

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication Skills
- Negotiation skills
- Report writing
- Evaluation
- Analytical
- Problem solving
- Decision making
- Critical thinking
- Customer care
- Leadership skills
- Interpersonal skills

Required Knowledge

The individual needs to demonstrate knowledge of:

- Customer care
- Basic human resource management
- Basic accounting

- Finance management for none accountants
- Labour laws
- Labour relations
- Planning and budgeting
- Statutory legislations and regulations
- Institution management
- Management principles and practices
- Record keeping
- Organization structure
- Networking and linkages
- Emerging issues

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range statement.

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Developed goals and objectives for the department.</p> <p>1.2 Identified tasks that met operational threshold of the department.</p> <p>1.3 Accurately determined resources required for the department.</p> <p>1.4 Developed viable department operation plan.</p> <p>1.5 Developed tools for monitoring work progress.</p> <p>1.6 Monitored departments' work progress.</p> <p>1.7 Allocated department s' resources based on the operational plan.</p> <p>1.8 Prepared, evaluated and disseminated departments' performance reports.</p> <p>1.9 Maintained work records as evidence of tracking progress.</p> <p>1.10 Records of actual performance against expected targets were kept.</p> <p>1.11 Recorded corrective measures taken to fill up performance gaps.</p> <p>1.12 Demonstrated an understanding of the human resource policy.</p>
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	<p>1.13 Human resource policy was implemented in management of departments' personnel.</p> <p>1.14 Demonstrated an understanding of the institutions' communication strategy.</p> <p>1.15 Adhered to legal and statutory requirements.</p> <p>1.16 Developed departments' SOPs.</p> <p>1.17 Maintained records of received, handled and escalated guest complains.</p> <p>1.18 Handled fire, life and safety issues adequately and promptly.</p> <p>1.19 Received, handled and escalated staff issues prudently and appropriately.</p>
1. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 An institution with operational food and beverage department.</p>
3. Methods of Assessment	<p>Competency in this unit 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 reports</p> <p>3.5 Interviews</p> <p>3.6 Case studies</p> <p>3.7 Project</p> <p>3.8 Portfolio of evidence</p>
4. Context of Assessment	<p>Competency may be assessed:</p> <p>4.1 On-the-job,</p> <p>4.2 Off-the-job or a combination of these</p> <p>4.3 During Industrial attachment/attachment</p> <p>4.4 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.

