



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

FOOD AND BEVERAGE SALES AND SERVICE PROVIDER

KNQF LEVEL: 5

ISCED OCCUPATIONAL STANDARD CODE: 1013 454 B



**TVET CDACC
P.O BOX 15745-00100
NAIROBI**

PERFORM FOOD AND BEVERAGE DEPARTMENT ADMINISTRATIVE DUTIES

UNIT CODE: HOS/OS/FB/CR/07/5/B

UNIT DESCRIPTION

This unit describes the competencies required to perform food and beverage department administrative duties. It involves performing and controlling departments' activities. It also entails supervising food and beverage department personnel and performing organization duty management role.

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. Perform food and beverage department activities	1.1 Goals and objectives of the department are implemented based on the strategy of the organization. 1.2 Tasks are developed as per goals and objectives of the department and organization structure. 1.3 <i>Required resources</i> are determined based on tasks to be performed. 1.4 Departments' operation plan is implemented based on the organizations master plan. 1.5 Departments plan implementation schedules are carried out based on tasks, objectives and resources availability. 1.6 Methods and tools for monitoring work progress are utilized based on implementation schedule.
2. Control food and beverage department activities	2.1 Follow-up activities are conducted to track progress as per department operational targets. 2.2 Actual performance is measured and analyzed against expected performance targets. 2.3 Performance gaps correction activities are conducted as per progress report. 2.4 Resource utilization is monitored based on workplace policy.
3. Supervise food and beverage department personnel	3.1 Human resource policy is implemented based on overall organization policy, best practices and SOPs. 3.2 Staff is recruited based on human resource policy.

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	3.3 Staff is inducted on the job based on human resource policy. 3.4 Staff is supervised and appraised based on human resource policy. 3.5 Staff performance feedback is given based on performance assessment results. 3.6 Staff is <i>capacity built</i> and mentored based on training needs assessment and appraisal reports. 3.7 Staff is compensated, <i>motivated</i> and welfare programmes implemented based on human resource policy. 3.8 Staff disciplinary evidence and reports are provided as per human resource policy.
4. Perform organization duty management role	4.1 General organization operations are overseen as per SOPs and workplace policy. 4.2 Interdepartmental activities are coordinated as per workplace policy. 4.3 <i>Guest complaints</i> are received, handled and escalated as per workplace policy. 4.4 Fire, life and safety issues are handled as per workplace crisis policy and best practices. 4.5 Risk assessment is conducted as per workplace policy. 4.6 <i>Staff issues</i> are received, handled and escalated 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. Required resources may include but not limited to:	<ul style="list-style-type: none"> • Human resources • Capital • Materials • Supplies • Tools

	<ul style="list-style-type: none"> • Equipment
2. Corrective activities may include but not limited to:	<ul style="list-style-type: none"> • Resources reallocation • Training/capacity building • Guidance and counselling • Mediation • Job rotation
3. Capacity built may include but not limited to:	<ul style="list-style-type: none"> • Training • Coaching • Mentorship • Induction
4. Motivation may include but not limited to:	<ul style="list-style-type: none"> • Salary increment /bonus • Promotion • Appraisal • Capacity • Flexible working hours • Recognition • End year party • Gifts /complementary • Job enrichment and enlargement
5. Guest complaints may include but not limited to:	<ul style="list-style-type: none"> • Cold food • Poor WIFI connection • Poor TV reception • Slow service • Overcharging • Failure to refund change
6. Staff issues may include but not limited to:	<ul style="list-style-type: none"> • Dressing (Grooming) • Absenteeism • Lateness • Intoxication • Harassment • Worker behavior e.g. (rudeness, failure to attend to details)

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:

- Food and beverages sales and service skills
- Bar service skills
- Reservations
- Coordination
- Report writing
- Evaluation
- Analytical
- Customer care
- Critical thinking
- Leadership skills
- Interpersonal skills
- Organizing
- Analytical
- Supervisory and leadership skills
- Communication
- Report writing
- Negotiation
- Interpersonal
- Entrepreneurial
- Problem solving
- Computer proficiency
- Customer care
- Decision making
- Listening
- Attention to details

Required Knowledge

The individual needs to demonstrate knowledge of:

- Customer care
- Basic human resource management
- Basic accounting
- Basic finance management
- Labour laws

- Labor relations
- Planning and budgeting
- Statutory legislations and regulations e.g. NHIF, NSSF, PAYE
- Management and leadership principles and practices
- Record keeping
- Organization structure (reporting 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.

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1 .1 Developed tasks as per goals and objectives of the department and organization.</p> <p>1 .2 Identified and allocated he required resources based on tasks to be performed.</p> <p>1 .3 Followed-up activities to track progress as per department operational targets.</p> <p>1 .4 Measured and analyzed actual performance against expected performance targets and maintained the records.</p> <p>1 .5 Follow-up activities are conducted to track progress as per department operational targets.</p> <p>1 .6 Actual performance is measured and analyzed against expected performance targets.</p> <p>1 .7 Performance gaps <i>correction activities</i> are conducted as per progress report.</p> <p>1 .8 Identified performance gaps and prepared <i>corrective activities</i> as per the performance gaps and organization policy.</p> <p>1 .9 Utilized tools for monitoring work progress.</p> <p>1 .10 Prepared, evaluated and disseminated departments performance reports.</p> <p>1 .11 Maintained work records as evidence of tracking progress.</p> <p>1 .12 Recommended corrective measures taken to fill up performance gaps.</p>
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	<p>1 .13 Implemented human resource policy in management of department's personnel.</p> <p>1 .14 Utilized the organization's communication strategy.</p> <p>1 .15 Adhered to legal and statutory requirements.</p> <p>1 .16 Maintained records of received, handled and escalated guest complains</p> <p>1 .17 Received, handled and escalated staff issues prudently and appropriately.</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2 .1 An organization with operational food and beverage department.</p> <p>2 .2 Stationery</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 Project</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 both.</p> <p>4.3 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>