



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**

PERFORM FOOD AND BEVERAGE OPERATIONS

UNIT CODE: HOS/OS/FB/CR/02/4/B

UNIT DESCRIPTION

This unit specifies the competencies required to perform food and beverage operations. It involves preparing for operations in food and beverage service outlet, carrying out and controlling food and beverage services.

ELEMENTS AND PERFORMANCE CRITERIA

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>
1. Prepare for operations in food and beverage service outlet	1.1 Food and beverage outlet is opened in accordance with workplace policy. 1.2 Food and beverage outlet operating equipment and service ware are prepared for use as per the menu or daily specials. 1.3 Food and beverage outlet furniture is set in accordance with outlet policy and design. 1.4 Service stations are prepared in accordance with outlet policies and standard operating procedures. 1.5 Side boards are arranged as per the menu and daily specials.
2. Carry out food and beverage service operation	2.1 Tables are set in accordance with outlet SOPs. 2.2 Daily specials are offered as per F & B outlet policy. 2.3 Orders are taken as per SOPs 2.4 Food and beverages are served to the customer as per SOPs. 2.5 Payment is received and processed as per organizational policy. 2.6 Guest complaints/compliments are handled as per workplace policy and applicable laws .

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>
3. Control food and beverage services	<p>3.1 Point of sale system is operated in accordance with outlet SOPs.</p> <p>3.2 Closing stocks are checked and recorded.</p> <p>3.3 Safety and security issues are handled as per workplace policy and legal requirements.</p> <p>3.4 Compliance to policy and regulations is confirmed as per legal requirements.</p> <p>3.5 Food and beverage outlet operations are monitored according to SOPs.</p> <p>3.6 Food and beverage service report is prepared and shared with relevant personnel as per workplace policy.</p>

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Outlet operating equipment and service ware may include but not limited to:	<ul style="list-style-type: none"> • Cutlery • Crockery • Glassware • Hollow ware • Trays • Sideboards • Linen • Condiments • Service Trolleys
2. Outlet furniture may include but not limited to:	<ul style="list-style-type: none"> • Tables • Chairs • Sideboards • Trolleys

<p>3. Daily specials may include but not limited to:</p>	<ul style="list-style-type: none"> • Chefs special • Cocktail of the day • Soup of the day • Daily menus • Signature dishes
<p>4. Applicable laws ware may include but not limited to:</p>	<ul style="list-style-type: none"> • Occupational Safety and Health Act, 2007 • Employment Act, 2007 • The hotels and restaurants Act 2009 • Environmental Management and Co-ordination Act, Revised 2012 (1999)

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.

- Supervisory
- Leadership skills
- Listening
- Attention to details
- Communication
- Negotiations
- Interpersonal skills
- Entrepreneurial skills
- Problem solving
- Computer proficiency
- Decision Making

Required Knowledge

This section describes the required knowledge which supports performance. This knowledge will need to be considered in the learning and assessment process.

- Food &beverage sales and service operations
- Property management and maintenance
- Basic culinary techniques
- Work place polies and SOPs
- Business communication
- Customer care

- Legal requirements e.g. Occupational Safety and Health Act, 2007, Employment Act, 2007, The hotels and restaurants Act 2009, Environmental Management and Co-ordination Act, Revised 2012 (1999).
- Hygiene and sanitation
- Food safety
- Basic marketing
- 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 food and beverage outlet operating equipment and service ware for use as per the menu or daily specials.</p> <p>1.2 Set F&B outlet furniture in accordance to outlet policy and design.</p> <p>1.3 Prepared service stations in accordance with outlet policies and standard operating procedures.</p> <p>1.4 Arranged side boards as per the menu and daily specials.</p> <p>1.5 Offered daily specials as per F & B outlet policy.</p> <p>1.6 Applied relevant laws in carrying out F & B outlet activities</p> <p>1.7 Operated point of sale system in accordance with outlet SOPs.</p> <p>1.8 Checked and recorded closing stocks as per work place policy</p> <p>1.9 Prepared and shared food and beverage service report as per workplace policy.</p>
2. Resource implications	<p>The following resources must be provided:</p> <p>An organization with a functional F&B department</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 Interviews</p> <p>3.4 Project</p> <p>3.5 Third party reports</p>
4. Context of Assessment	<p>Competency may be assessed:</p>

	<p>4.1 On-the-job 4.2 Off-the-job 4.3 Or a combination of both 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