



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**

PROVIDE BANQUETS AND EVENTS SERVICES

UNIT CODE: HOS/OS/FB/CR/05/4/B

UNIT DESCRIPTION

This unit specifies the competencies required to provide banquets and events services. It involves preparing for and carrying out banquets services. It also entails controlling services in banquets and events.

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.
1. Prepare for banquets and events	1.1 <i>Banquets and events</i> reservations are taken and recorded as per workplace policy. 1.2 Banquets and events standard operating procedures are followed in accordance with workplace policy. 1.3 Banquets and events <i>communication tools</i> are gathered as per workplace policy. 1.4 Work schedules are prepared as per banquets and events forecast. 1.5 Banquets and events duties are assigned as per job description and workplace policy. 1.6 Banquets and events <i>FF&E</i> and <i>service ware</i> are set as per function and workplace policy. 1.7 <i>Service stations</i> are prepared in accordance with workplace policy and standard operating procedures.
2. Carry out services in banquets and events	2.1 Tables are laid out in accordance with banquets events order and SOPs. 2.2 Guests are welcomed and ushered as per SOPs. 2.3 Meals and drinks are served and clearance done as per the SOPs. 2.4 Banquets and events operations are monitored according to SOPs. 2.5 Guest complaints/ compliments are handled as per workplace policy.

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 services in banquets and events	<p>3.1 Point of sale system is operated in accordance with banquets and events SOPs.</p> <p>3.2 Closing stocks are checked against opening stocks.</p> <p>3.3 Payment is received and processed according to work place policy</p> <p>3.4 Safety and security issues are handled as per workplace policy and legal requirements.</p> <p>3.5 Compliance to policy and regulations is confirmed as per legal requirements.</p> <p>3.6 Banquets and events operations are evaluated according to SOPs.</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. Banquets and events may include but not limited to:	<ul style="list-style-type: none"> • Banquets • Weddings • Wedding reception • Anniversary • Birthdays parties • Baby and wedding shower • Cocktail parties • MICE (Meetings, incentives, conferences and events)
2. Communication tools may include but not limited to:	<ul style="list-style-type: none"> • Menus • Packages • Flyers • Brochures • Banners • Web based tools
3. FF&E may include but not limited to:	<ul style="list-style-type: none"> • Banqueting trucks • Refrigerated trucks • Tables

	<ul style="list-style-type: none"> • Chairs • Linen • Flowers
4. Service ware may include but not limited to:	<ul style="list-style-type: none"> • Cutlery • Crockery • Glassware • Hollow ware • Glasswasher
5. Service stations may include but not limited to:	<ul style="list-style-type: none"> • Food stations • Special bar • Landing stations • Seating plans • Décor

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
- 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.

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Set banquets and events FF&E and service ware as per function and workplace policy.</p> <p>1.2 Prepared service stations in accordance with banquets, events order and standard operating procedures.</p> <p>1.3 Laid tables in accordance with banquets and events order and SOPs.</p> <p>1.4 Welcomed and ushered guests</p> <p>1.5 Served meals and drinks and carried out clearance as per the SOPs.</p>
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	<p>1.6 Handled guest complaints/compliments as per workplace policy.</p> <p>1.7 Checked closing stocks against opening stocks.</p> <p>1.8 Handled safety and security issues as per workplace policy and legal requirements.</p> <p>1.9 Evaluated banquets and events as per the work place policy.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2.1 A functional banqueting and events unit</p> <p>2.2 A simulation of a functional banqueting and events unit</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.