



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 FOOD AND BEVERAGE GUEST EXPERIENCE

UNIT CODE: HOS/OS/FB/CR/01/4/B

UNIT DESCRIPTION

This unit specifies the competencies required to provide food and beverage guest experience. It involves handling guest communications, collecting, processing and dissemination of guest information. It also entails handling guest's complaints and feedback.

ELEMENTS 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. Handle guest communications	1 .1. Guest is welcomed as per workplace policy. 1 .2. Guest is guided to desired location as per workplace policy. 1 .3Organization services are promoted based on its products and work place procedures. 1 .4 <i>Options to enhance guest experience</i> are recommended based on guest preference, status, and duration of stay and workplace policy.
2. Collect, process and disseminate guest information	2 .1. Guest contact details are taken and compiled as per workplace policy. 2 .2. Guest <i>dietary preferences/needs</i> and <i>special requests</i> are obtained as per workplace policy. 2 .3. Guest information is shared with relevant stakeholders as per workplace policy.
3. Handle guest's complaints	3.1 The guest's complain is received as per the work place procedures and SOPs. 3.2 The guest is listened to with empathy as per the SOPs. 3.3 The guest is isolated (where necessary) for privacy as per the SOPs. 3.4 Calmness and professionalism is demonstrated when handling the guest complains as per the SOPs. 3.5 Details of the complains are noted down as SOPs and work place policy. 3.6 Solution options are offered to the guest as per the work place policy.

ELEMENT	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>
	3.7 Follow up on the guest complain is undertaken to ascertain satisfaction as per the SOPs.
4. Handle guest's feedback	4.1 Feedback from the guests is obtained, analyzed and shared as per workplace policy. 4.2 Guest feedback is addressed as per workplace policy. 4.3 Action taken on guest information is followed-up and monitored as per workplace policy. 4.4 <i>Compensation of guest experience</i> is conducted as per workplace policy and SOPs. 4.5 Satisfaction of the guest is assessed based on guest feedback and/or future experience with the guest.

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. Options to enhance guest experience may include but not limited to:	<ul style="list-style-type: none"> • Menu options • Seating arrangements • Special orders • Entertainment • Discounts • Healthy eating
2. Dietary preferences/needs may include but not limited to:	<ul style="list-style-type: none"> • Vegetarian meals • Lactose intolerance • Gluten intolerance • Sugar free products • Nut allergies • Protein allergies • Health eating
3. Special requests may include but not limited to:	<ul style="list-style-type: none"> • Birthday entertainment • Wheelchair access

	<ul style="list-style-type: none"> • Baby chairs • Baby walkers • Family seating • Valet services • Nanny services
4. Compensation of guest experience may include but not limited to:	<ul style="list-style-type: none"> • Complimentary meal/beverage • Refund • Discounts

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.

- Communication
- Interpersonal
- Listening
- Problem solving
- Negotiation
- Attention to details
- Analytical
- Leadership
- Entrepreneurial
- Computer proficiency
- Decision making
- Customer care

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 & beverage sales and service operations
- Work place polies and SOPs
- Business communication
- Customer care

- Property care and maintenance
- Basic culinary techniques
- 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

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> <ul style="list-style-type: none"> 1.1 Welcomed guests courteously. 1.2 Guided guests to the desired location. 1.3 Promoted institution products and services. 1.4 Recommended options to enhance guest experience. 1.5 Collected and compiled guest information. 1.6 Shared guest information with relevant stakeholders on time. 1.7 Obtained, analyzed and shared guest feedback from the guests. 1.8 Handled guest complains professionally. 1.9 Followed up and monitored action taken on guest information. 1.10 Conducted compensation of guest experience appropriately. 1.11 Assessed guest satisfaction.
2. Resource implications	<p>The following resources must be provided:</p> <p>An organization with a functional food and beverage department</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Observation 3.2 Written tests 3.3 Oral questioning 3.4 Third party report

<p>4. Context of Assessment</p>	<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</p> <p>Off the job assessment must be undertaken in a closely simulated workplace environment.</p>
<p>5. Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>