



**REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**FOR**

**FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT**

**KNQF LEVEL: 6**

**ISCED PROGRAMME CODE: 0721 0654 B**



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## **ROOM SERVICE MANAGEMENT**

**UNIT CODE:** HOS/CU/FB/CR/04/6/B

### **Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage room service operations

**Duration of Unit:** 170 hours

### **Unit Description**

This unit specifies the competencies required to manage room service operations. It involves planning room service operations, overseeing room service operations and controlling and directing room service operations.

### **Summary of Learning Outcomes**

- Plan room service operations
- Oversee room service operations
- Control and direct room service operations

### Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Plan room service operations	<ul style="list-style-type: none"><li>• Introduction to Room service</li><li>• Room service personnel</li><li>• Basic culinary techniques</li><li>• Room service offerings</li><li>• Procedures in room service</li><li>• Basic principles of management</li><li>• Hygiene and sanitation in room service</li><li>• Legal requirements</li><li>• Safety and security</li><li>• Room service equipment</li><li>• Room Service linen</li><li>• Room service areas</li><li>• Challenges encountered in planning room service operations</li><li>• Development of room service standard operating procedures</li><li>• Capacity building of room service staff</li><li>• Setting up of room service station (FF&amp;E)</li><li>• Preparation of room service operating equipment and service ware</li><li>• Menu setting, costing and pricing</li><li>• Preparation of work schedules</li></ul>	<ul style="list-style-type: none"><li>• Observation</li><li>• Written tests</li><li>• Interview</li><li>• Project</li><li>• Third party report</li></ul>

2. Oversee room service operations	<ul style="list-style-type: none"> <li>• Management aspect of room service</li> <li>• Responsibility of room service manager</li> <li>• Selling and promotional techniques in room service</li> <li>• Customer relations</li> <li>• Business communication</li> <li>• Handling of room service orders</li> <li>• Challenges in management of room service operations</li> <li>• Setting up room service tray</li> <li>• Room service cycle</li> <li>• Monitoring room service operations</li> <li>• Handling guest complaints and compliments</li> <li>• Preparation of room service report</li> <li>• Reviewing room service menus</li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Written tests</li> <li>• Interview</li> <li>• Project</li> <li>• Third party report</li> </ul>
3. Control room service operations	<ul style="list-style-type: none"> <li>• Basic accounting</li> <li>• Property management</li> <li>• Portion control</li> <li>• Cashiering and billing</li> <li>• Management of point of sale system</li> <li>• Checking room service closing stocks</li> <li>• Room service revenue recording and securing</li> <li>• Safety and security issues in room service</li> <li>• Checking compliance with legal requirements</li> <li>• Preparation and dissemination of room service report</li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Written tests</li> <li>• Interview</li> <li>• Project</li> <li>• Third party report</li> </ul>

#### **Suggested Methods of Instruction**

- Instructor led facilitation of theory
- Demonstration by instructor

- Practical work by trainee
- Viewing of related videos
- Case studies
- Role play
- Projects

### **Recommended Resources**

- Service ware
  - Cutlery
  - Crockery
  - Glass ware
  - Trays
  - Food covers
  - Hot cabinets
  - Hollow ware
- Furniture
  - Tables
  - Chairs
  - Side boards
- Fittings
  - Lighting
  - Décor and decorations
  - Air conditioners
  - Air fresheners
  - Television
  - Carpets
- Equipment
  - Micro-waves
  - Refrigerators
  - Micros
  - Mats
  - Trolley
- Linen
  - Napkins
  - Table cloth
  - Naperon
  - Moltons
  - Seat covers and Stationery