



REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT

KNQF LEVEL: 6

ISCED PROGRAMME CODE: 0721 0654 B



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

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

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

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