



THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE

KNQF LEVEL 4

ISCED PROGRAMME CODE: 1013 354B



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

ROOM SERVICE OPERATIONS

UNIT CODE: HOS/CU/FB/CR/04/4/B

Relationship to Occupational Standards

This unit addresses the unit of competency: **Supervise room services operations**

Duration of Unit: 25 hours

Unit Description

This unit specifies the competencies required to supervise room service operations. It involves preparing for and carrying out room service operations. It also entails controlling room service operations.

Summary of Learning Outcomes

1. Prepare for room service operations
2. Carry out room service operations
3. Control room service operations

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
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<p>1. Prepare for room service operations</p>	<ul style="list-style-type: none"> • Introduction to room service • Room service personnel and attributes • Basic culinary terms • Room service specials • Procedures in room service • Hygiene and sanitation • Legal requirements • Safety and security • Room service equipment • Room service linen • Room service areas <ul style="list-style-type: none"> • Guest rooms • Conference rooms • Offices • Hospital wards • Challenges encountered • Setting of room service station • Preparation of room service operating equipment and service ware • Menu interpretation • Work schedules 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report
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2. Carry out room service operations	<ul style="list-style-type: none"> Room service operations <ul style="list-style-type: none"> Room service cycle Roles and responsibilities of room service personnel Sales and promotions Customer relations Communication Handling of room service orders Challenges in room service operations Setting of room service tray Handling guest complaints and compliments Menus <ul style="list-style-type: none"> Types Interpretation Presentation 	<ul style="list-style-type: none"> Observation Written tests Oral questioning Third party report
3. Control room service operations	<ul style="list-style-type: none"> Property care and maintenance Portion control Billing Point of sale system Room service closing stocks Safety and security issues Legal requirements Sales summary 	<ul style="list-style-type: none"> Observation Written tests Oral questioning Third party report

Suggested methods of instruction

- Instructor led facilitation of theory
- Demonstration by instructor
- Practical work by trainee
- Viewing of related videos
- Role play

Recommended Resources

- Service ware

- Cutlery
 - Crockery
 - Glass ware
 - Trays
 - Food covers
 - Hot cabinets
 - Hollow ware
- Furniture
 - Tables
 - Chairs
 - Side boards
- Equipment
 - Micro-waves
 - Refrigerators
 - Mats
 - Trolleys
- Linen
 - Napkins
 - Table cloths
 - Naperons/ slip cloths
 - Moltons
- Stationery
 - Note pad
 - Pen
 - Receipt book

POS system