



**THE REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**FOR**

**FOOD AND BEVERAGE SALES AND SERVICE**

**KNQF LEVEL: 5**

**ISCED PROGRAMME CODE: 1013 454 B**



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**NAIROBI**

## **ROOM SERVICE OPERATIONS**

**UNIT CODE: HOS/CU/FB/CR/02/5/B**

### **Relationship to Occupational Standards**

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

**Duration of Unit:** 100 hours

### **Unit Description**

This unit specifies the competencies required to supervise room service operations. It involves preparing, carrying out and 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**

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