



THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE

KNQF LEVEL: 5

ISCED PROGRAMME CODE: 1013 454 B



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

SPECIALITY OUTLETS

UNIT CODE: HOS/CU/FB/CR/06/5/B

Relationship to Occupational Standards

This unit addresses the unit of competency: **Manage specialty outlets**

Duration of Unit: 70 hours

Unit Description

This unit specifies the competencies required to manage specialty outlets. It involves preparing for specialty outlet operations, carrying out and controlling specialty outlet operations.

Summary of Learning Outcomes

1. Prepare for specialty outlet operations
2. Carry out operations of a specialty outlet
3. Control specialty outlet operations.

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
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<p>1. Prepare for specialty outlet operations</p>	<ul style="list-style-type: none"> • Introduction to speciality dining concepts • Speciality F&B personnel • Attributes of speciality F&B staff • Culinary techniques • Sales and marketing in speciality F&B s business • Hygiene and sanitation in speciality F&B s • Safety and security • Legal aspects related to F&B • First aid • Speciality food and beverage service equipment • Speciality food and beverage Service linen • Speciality food and beverage service areas • Functions of speciality food and beverage service areas • Layout of speciality food and beverage service areas • Speciality food and beverage service techniques • Speciality food and beverage operations • Preparation of specialty cuisine • Specialty and ethnic menus • Specialty outlet FF and • Work schedules • Speciality outlet opening and closing procedures • Daily specials • Preparation of speciality service stations 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning • Third party report
<p>2. Carry out specialty outlets operations</p>	<ul style="list-style-type: none"> • Special competencies <ul style="list-style-type: none"> • Nyama Choma (Barbecue) • Sushi chef 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questioning

	<ul style="list-style-type: none"> • Teriyaki table chef • Indian • Thai • Chinese • Moroccan • Sales and promotions in speciality F&B operations • Customer relations • Business communication • Challenges in speciality food and beverage operations • Daily special offers • Billing speciality menus • Handling guest complaints and compliments 	<ul style="list-style-type: none"> • Third party report
3. Control specialty outlet operations	<ul style="list-style-type: none"> • Property care and maintenance • Portion control • Billing • Point of sale system • Opening and closing stocks • Safety and security issues • Legal requirements 	<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
 - Cultural service ware
 - Hollow ware

- Furniture
 - Tables
 - Chairs
 - Side boards
 - Cultural furnishings
- Equipment
 - Telephone
 - Micros
 - Mats
- Stationery
- Linen
 - Napkins
 - Table cloth
 - Naperons / slip cloths
 - Moltons