



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
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NAIROBI**

SPECIALITY RESTAURANT MANAGEMENT

UNIT CODE: HOS/CU/FB/CR/06/6/B

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage specialty restaurants

Duration of Unit: 240 hours

Unit Description

This unit specifies the competencies required to manage specialty. It involves planning and preparing to operate specialty outlet, overseeing operations of a specialty outlet and controlling and directing specialty outlet operations. It also entails managing the provision of specialty outlet entertainment.

Summary of Learning Outcomes

1. Plan specialty F&B operations
2. Oversee specialty F&B operations
3. Control and direct specialty F&B operations
4. Manage specialty outlet entertainment services

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Plan speciality F&B operations	<ul style="list-style-type: none"> • Introduction to speciality dining concepts • Speciality F&B personnel • Attributes of speciality F&B staff • Culinary techniques • Principles of management • Sales and marketing in speciality F&B business • Hygiene and sanitation in speciality F&B • Safety and security • Legal aspects related to F&B • First aid • Speciality F&B service equipment • Speciality F&B Service linen • Speciality F&B service areas • Functions of speciality F&B service areas • Layout of speciality F&B service areas • Speciality F&B service techniques • Planning speciality F&B operations • Development of specialty restaurant SOPs • Preparation of specialty cuisine • Setting, costing and pricing specialty and ethnic menus • Establishment of specialty outlet FF and E • Staffing specialty outlets 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

	<ul style="list-style-type: none"> • Preparation of work schedules • Speciality outlet opening and closing procedures • Planning daily specials • Preparation of speciality service stations • Arrangement of side boards 	
2. Oversee specialty F&B operations	<ul style="list-style-type: none"> • Management aspects of speciality F&B • Selling and promotional techniques in speciality F&B operations • Customer relations in speciality F&B • Business communication • Handling of speciality F&B reservations • Challenges in management of speciality F&B operations • Setting-up of speciality outlet • Daily special offers • Major speciality outlet activities • Monitoring speciality outlets operations • Billing speciality menus • Handling guest complaints and compliments • Preparation of speciality outlet service reports and dissemination • Review of speciality menus 	<ul style="list-style-type: none"> • Observation • Written tests • Interview • Project • Third party report

3. Control specialty restaurant operations	<ul style="list-style-type: none"> Basic accounting Property management Portion control Cashiering and billing Managing point of sale system Checking opening and closing stocks Recording and securing revenue Safety and security issues Legal requirements Preparation and dissemination of specialty outlet service report 	<ul style="list-style-type: none"> Observation Written tests Interview Project Third party report
4. Manage specialty outlet entertainment services	<ul style="list-style-type: none"> Evolution of specialty outlet entertainment Types and kinds of entertainment in specialty outlets Importance of specialty outlet entertainment Legal aspects of specialty outlet entertainment Cost concept specialty outlet entertainment activities Costing for specialty outlet entertainment activities Offering specialty outlet entertainment activities 	<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
 - Cultural service ware
 - Hollow ware
- Furniture
 - Tables
 - Chairs
 - Side boards
 - Cultural furnishings
- Fittings
 - Lighting
 - Décor and decorations
 - Air conditioners
 - Air fresheners
 - Television
 - Carpets
- Equipment
 - Telephone
 - Micros
 - Mats
- Stationery
- Linen
 - Napkins
 - Table cloth
 - Naperon
 - Moltons
 - Seat covers