



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

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 s business • Hygiene and sanitation in speciality F&B s • 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 speciality 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