



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

## **SPECIALTY OUTLETS OPERATIONS**

**UNIT CODE:** HOS/CU/FB/CR/06/4/B

### **Relationship to Occupational Standards**

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

**Duration of Unit:** 20 hours

### **Unit Description**

This unit specifies the competencies required to operate 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**

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

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Indian chef</li> <li>• Thai chef</li> <li>• Chinese chef</li> <li>• Moroccan chef</li> <li>• Sales and promotions in speciality F&amp;B operations</li> <li>• Customer relations</li> <li>• Business communication</li> <li>• Challenges in speciality F&amp;B operations</li> <li>• Daily special offers</li> <li>• Billing speciality menus</li> <li>• Handling guest complaints and compliments</li> </ul>	
3. Control specialty outlet 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>• Opening and closing stocks</li> <li>• Safety and security issues</li> <li>• Legal requirements</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
  - 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