



**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**FOOD AND BEVERAGE SALES AND SERVICE PROVIDER**

**KNQF LEVEL: 5**

**ISCED OCCUPATIONAL STANDARD CODE: 1013 454 B**



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## SUPERVISE ROOM SERVICE OPERATIONS

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

### UNIT DESCRIPTION

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

### ELEMENTS AND PERFORMANCE CRITERIA

<b>Elements</b> These describe the key outcomes which make up workplace function	<b>Performance Criteria</b> These are <b>assessable statements</b> which specify the required level of performance for each of the elements. <b><i>Bold and italicized terms are elaborated in the Range</i></b>
1. Prepare for room service operations	1.1 Room service staff is sensitized on room service procedures as per SOPs. 1.2 <b><i>Room service station Fixture, Furniture and Equipment (FF&amp;E)</i></b> is set in accordance to workplace policy and number of guests/sizes of institution. 1.3 <b><i>Room service operating equipment</i></b> and <b><i>service ware</i></b> are prepared for use as per the menu. 1.4 Menus are confirmed as per <b><i>management objectives</i></b> and guest needs. 1.5 Daily tasks are assigned as per <b><i>room service operational needs</i></b> .
2. Carry out room service operations	2.1 <b><i>Daily specials</i></b> are offered as per workplace policy. 2.2 Room service menus are availed as per SOPs. 2.3 Room service orders are taken as per the customer's needs. 2.4 Room service tray is set up in accordance with room service SOPs. 2.5 Food and beverages are delivered to the room according to workplace policy and SOPs. 2.6 Room service operations are monitored according to SOPs. 2.7 Guest complaints/ compliments are handled as per workplace policy.

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3. Control room service operations	3.1 Point of sale system is operated in accordance with room service SOPs. 3.2 Closing stocks are checked against established par levels. 3.3 Payment is received and processed as per organizational policy. 3.4 Safety and security issues are handled as per workplace policy and legal requirements. 3.5 Compliance to policy and regulations is confirmed as legal requirements.

## RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

<b>Variable</b>	<b>Range</b>
1 Room service station Fixture, Furniture and Equipment (FF&E) may include but not limited to:	<ul style="list-style-type: none"> <li>• Cabinets</li> <li>• Coolers</li> <li>• Shelves</li> <li>• Trolleys</li> <li>• Trays</li> <li>• Linen</li> <li>• Cutlery</li> <li>• Crockery</li> <li>• Glassware</li> <li>• Hollow ware</li> <li>• Room service accessories</li> <li>• Mini bar</li> </ul>
2 Room service operating equipment may include but not limited to:	<ul style="list-style-type: none"> <li>• Trolleys</li> <li>• Foldable table</li> <li>• Coffee making machine</li> </ul>
3 Service ware include but not limited to:	<ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Glassware</li> <li>• Hollow ware</li> </ul>

	<ul style="list-style-type: none"> <li>• Glasswasher</li> </ul>
4 Management objectives may include but not limited to:	<ul style="list-style-type: none"> <li>• Profitability</li> <li>• Customer satisfaction</li> <li>• Corporate image</li> </ul>
5 Room service operational needs may include but not limited to:	<ul style="list-style-type: none"> <li>• Customer's order</li> <li>• Special diets</li> </ul>
6 Daily specials may include but not limited to:	<ul style="list-style-type: none"> <li>• Cocktails</li> <li>• Fresh fruit juices</li> <li>• Shakes</li> <li>• Smoothies</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

### Required Skills

This section describes the required skills which supports performance. These skills will need to be considered in the learning and assessment process.

- F&B service technical skills
- Basic food production skills
- Basic analytical skills
- Leadership skills
- Communication
- Negotiation
- Interpersonal skills
- Entrepreneurial skills
- Critical thinking
- Problem solving
- Computer proficiency
- Customer care

### Required Knowledge

This section describes the required knowledge which supports performance. This knowledge will need to be considered in the learning and assessment process.

The individual needs to demonstrate knowledge of:

- F&B operations
- Communication
- Guest relations
- Basic marketing
- Property care and maintenance
- Basic culinary techniques
- Basic catering law
- Hygiene and sanitation
- Food safety
- Health and safety

## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

1 Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"><li>1.1 Set room service station Fixture, Furniture and Equipment in accordance to workplace policy and number of guests/sizes of institution.</li><li>1.2 Prepared room service operating equipment and service ware for use as per the menu.</li><li>1.3 Assigned daily tasks as per room service operational needs.</li><li>1.4 Took room service orders as per the customer's needs.</li><li>1.5 Set room service tray in accordance with room service SOPs.</li><li>1.6 Delivered food and beverages to the room according to workplace policy and applicable law.</li><li>1.7 Handled guest complaints/ compliments as per workplace policy.</li><li>1.8 Checked closing stocks against established par levels.</li><li>1.9 Received and processed payment as per organizational policy.</li></ul>
2 Resource Implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"><li>2.1 An institution with a functional food and beverage department / a food production unit</li><li>2.2 An accommodation unit /A simulation of an accommodation unit</li></ul>

<p>3 Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Observation</li> <li>3.2 Written tests</li> <li>3.3 Oral questioning</li> <li>3.4 Third party report</li> </ul>
<p>4 Context of Assessment</p>	<p>Competency may be assessed:</p> <ul style="list-style-type: none"> <li>4.1 On-the-job,</li> <li>4.2 Off-the-job</li> <li>4.3 During industrial attachment</li> </ul> <p>Off the job assessment must be undertaken in a closely simulated workplace environment.</p>
<p>5 Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>