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**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**FOOD AND BEVERAGE SALES AND SERVICE**

**LEVEL 4**

****

**TVET CDACC**

**P.O. BOX 15745-00100**

**NAIROBI**

First published 2018

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# FOREWORD

The provision of quality education and training is fundamental to the Government’s overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya’s development blueprint, Vision 2030 and sustainable development goals.

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution of Kenya 2010 and this resulted in the formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 14 of 2012). A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that these Occupational Standards were developed for the purpose of developing a competency-based curriculum for Food and Beverage Sales and Services Level 4. These Occupational Standards will also be the basis for assessment of an individual for competence certification.

It is my conviction that these Occupational Standards will play a great role towards development of competent work force for the Hospitality sector’s growth and sustainable development.

**PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING**

**MINISTRY OF EDUCATION**

# PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, “middle-income country providing a high-quality life to all its citizens by the year 2030”. Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 and Sessional Paper No. 14 of 2012 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET in order to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force.

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Hospitality Sector Skills Advisory Committee (SSAC) have developed these Occupational Standards for a waiter. These standards will be the basis for development of competency-based curriculum for Food and Beverage Sales and Services Level 4.

The occupational standards are designed and organized with clear performance criteria for each element of a unit of competency. These standards also outline the required knowledge and skills as well as evidence guide.

I am grateful to the Council Members, Council Secretariat, Hospitality SSAC, expert workers and all those who participated in the development of these Occupational Standards.

**CHAIRPERSON, TVET CDACC**

# ACKNOWLEDGMENT

These Occupational Standards were developed through combined efforts of various stakeholders from private and public organizations. I am thankful to the management of the organizations for allowing their staff to participate in this course. I wish to acknowledge the invaluable contribution of industry players who provided inputs towards the development of these Standards.

I thank TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) for providing guidance on the development of these Standards. My gratitude goes to Hospitality Sector Skills Advisory Committee (SSAC) members for their contribution to the development of these Standards. I thank all the individuals and organizations who participated in the validation of these Standards.

I acknowledge all other institutions which in one way or another contributed to the development of these Standards.

**CHAIRPERSON**

**HOSPITALITY SECTOR SKILLS ADVISORY COMMITTEE**

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# ACRONYMS

CDACC Curriculum Development Assessment and Certification Council

F&B Food and Beverage

FF&E Fittings, Furniture and Equipment

ICT Information Communication Technology

OS Occupational Standards

OSH Occupation Safety and Health

OSHA Occupation Safety and Health Act

OSHS Occupational Safety and Health Standards

PPE Personal Protective Equipment

SSAC Sector Skills Advisory Committee

TVET Technical and Vocational Education and Training

# KEY TO UNIT CODE

**HOS/OS/FB/BC/01/4 /A**

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version control

# OVERVIEW

Food and Beverage Sales and Services Level 4 qualification consists of competencies that an individual must achieve to provide food and beverage guest experience, perform food and beverage operations, carry out bar operations, supervise room services operations and provide banquets and events services. It also enables an individual to operate speciality outlets and handle guest reservations.

The units of competency comprising Food and Beverage Sales and Service Level 4 qualification include the following:

**Basic Units of Competency**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Code** |
| HOS/OS/FB/BC/01/4/A | Demonstrate Communication skills |
| HOS/OS/FB/BC/02/4/A | Demonstrate Numeracy skills |
| HOS/OS/FB/BC/03/4/A | Demonstrate Digital literacy |
| HOS/OS/FB/BC/04/4/A | Demonstrate Entrepreneurial skills |
| HOS/OS/FB/BC/05/4/A | Demonstrate Employability skills |
| HOS/OS/FB/BC/06/4/A | Demonstrate Environmental literacy |
| HOS/OS/FB/BC/07/4/A | Demonstrate Occupational safety and health practices |

**Core Units of Competency**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Code** |
| HOS/OS/FB/CR/01/4/A | Provide Food and beverage guest experience |
| HOS/OS/FB/CR/02/4/A | Perform food and beverage operations |
| HOS/OS/FB/CR/03/4/A | Carry out bar operations |
| HOS/OS/FB/CR/04/4/A | Supervise room services operations |
| HOS/OS/FB/CR/05/4/A | Provide banquets and events services |
| HOS/OS/FB/CR/06/4/A | Operate speciality outlets |
| HOS/OS/FB/CR/07/4/A | Handle guest reservations |

# BASIC UNITS OF COMPETENCY

# DEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE: HOS/OS/FB/BC/01/4/A**

**UNIT DESCRIPTION**

This unit covers the competencies required demonstrate communication skills. It involvesobtaining and conveying workplace information, completing relevant work-related documents, communicating information about workplace processes, leading workplace discussion and communicating workplace issues.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Obtain and convey workplace information | 1. Specific and relevant information is accessed from ***appropriate sources*** based on standard procedures 2. Effective questioning, active listening and speaking skills are used to gather and convey information based on communication needs 3. Appropriate ***medium*** is used to transfer information and ideas in accordance with workplace guidelines 4. Appropriate non- verbal communication is used as per the communication needs 5. Appropriate lines of communicationwith supervisors and colleagues are identified and followed based on workplace requirements 6. Location and storage of information is undertaken according to workplace procedures    1. Personal interaction is carried out clearly and concisely according to workplace requirements |
| 1. Complete relevant work-related documents | * 1. Range of forms relating to conditions of employment are completed according to workplace procedures   2. Workplace data is recorded based on workplace requirements   3. Errors in recording information are identified and acted upon in accordance with workplace policies   4. Reporting requirements are completed according to organizational guidelines |
| 1. Communicate information about workplace processes | 1. Information sources are identified according to workplace procedures 2. ***Methods of communication*** are selected based on workplace guidelines 3. Multiple operations are communicated according to workplace structure 4. Work-related questions are asked and responded based on set protocols 5. Information is selected and organized according to workplace requirements 6. Verbal and written reporting is undertaken as per workplace requirements 7. Communication is maintained according to workplace standards |
| 1. Lead workplace discussions | 1. Response to workplace issues are sought and provided as per workplace protocol 2. Constructive contributions are made based on ***workplace discussions*** 3. Workplace objectives and action plan are communicated according to workplace requirements |
| 1. Identify and communicate issues arising in the workplace | 1. Issues and problems are identified as per workplace guidelines 2. Problems and issues in the workplace are organized according to workplace operations 3. Dialogue is initiated with appropriate personnel as per workplace structure 4. Problems and issues raised are communicated as per the workplace reporting procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Methods of communication mayinclude but not limited to: | * Non-verbal gestures * Verbal * Face to face * Two-way radio * Speaking to groups * Using telephone * Written * Internet |
| 1. Workplace discussion may include but not limited to: | * Coordination meetings * Toolbox discussion * Peer-to-peer discussion |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Active listening
* Interpretation
* Negotiation
* Writing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Organization requirements for written and electronic communication methods
* Effective verbal communication methods
* Report writing
* Effective questioning techniques (clarifying and probing)
* Workplace etiquette

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   1. Dealt with a range of communication/information at one time 2. Made constructive contributions in workplace issues 3. Sought workplace issues effectively 4. Responded to workplace issues promptly 5. Presented information clearly and effectively in written form 6. Used appropriate sources of information 7. Asked appropriate questions 8. Provided accurate information |
| 1. Resource Implications | 1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | 1. Third-party reports 2. Portfolio 3. Interview 4. Written tests 5. Observation 6. Oral questioning |
| 1. Context of Assessment | Competency may be assessed:   1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE NUMERACY SKILLS

**UNIT CODE: HOS/OS/FB/BC/02/4/A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate numeracy skills. It involves identifying and using whole numbers and simple fractions, decimals and percentages for work, identifying, measuring and estimating familiar quantities for work, reading and using familiar maps, plans and diagrams for work, identifying and describing common 2D and some 3D shapes for work, constructing simple tables and graphs for work using familiar data and identifying and interpreting information in familiar tables, graphs and charts for work

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |  |
| --- | --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range.*** |
| 1. Identify and use whole numbers and simple fractions, decimals and percentages for work | | 1. Simple fractions, decimals and percentages identified and interpreted as per standard operating procedures. 2. Understanding of place value by organising numbers from smallest to largest demonstrated as SOPs 3. Required numerical information located and decision made on appropriate method to solve a problem as per SOPs 4. Limited range of calculations performed using the four operations using SOPs 5. Links between operations described as per SOPs 6. Estimations made to check reasonableness of results of problem-solving process as SOPs 7. Numerical information recorded, and the result of the task communicated using informal and some formal language and symbolism as per workplace procedures |
| 1. Identify, measure and estimate familiar quantities for work | 1. Measurement information in workplace tasks and texts identified and interpreted as per workplace procedures. 2. Familiar units of measurement needed for tasks is identified as per measurements manuals/charts 3. Familiar and simple amounts estimated as per workplace procedures. 4. Appropriate measuring equipment selected as per SOPs 5. ***Simple measuring equipment*** graduated in familiar units to measure relevant quantities is used as per graduation manuals. 6. Calculation done using familiar units of measurement as per SOPs 7. Measurements and results checked against estimates as per job specifications. 8. Results are recorded or reported as per workplace procedures 9. Results relevant to the workplace task are communicated using informal and some formal mathematical and general language as per workplace procedures. |
| 1. Read and use familiar maps, plans and diagrams for work | 1. Items and places are in familiar maps, plans and diagrams as per SOPs 2. Common symbols and keys recognised in familiar maps, plans and diagrams as per SOPs 3. Understanding of direction and location demonstrated by describing the location of objects, or route to familiar places as per SOPs 4. Instructions to locate familiar objects or places are given and followed as per SOPs 5. Informal and some formal oral mathematical language and symbols are used as per SOPs |
| 1. Identify and describe common 2D and some 3D shapes for work | 1. ***Common 2D shapes and some common 3D shapes*** in familiar situations are identified and named as per job requirements 2. Common 2D shapes and designs are compared and classified as per SOPs 3. Informal and some formal language used to describe common two-dimensional shapes and some common three-dimensional shapes in accordance with workplace procedures. 4. Simple items used to draw or construct common 2D shapes as per workplace procedures. 5. Common 3D shapes matched to their 2D sketches or nets as per SOPs |
| 1. Construct simple tables and graphs for work using familiar data | 1. Common types of graphs are identified and named as per SOPs 2. Familiar data to be collected is determined in accordance with job specifications. 3. A method to collect data is selected in accordance with workplace procedures. 4. A small amount of simple familiar data is collected as per workplace procedures 5. One or two variables determined from the data collected as per SOPs. 6. Data ordered and collated as per standard operating procedures. 7. A table is constructed and data entered as per SOPs 8. Graphs are constructed using data from table as per job specifications 9. Results are promptly checked as per workplace procedures 10. Graph information related to work is reported or discussed using informal and some formal mathematical and general language as per workplace procedures |
| 1. Identify and interpret information in familiar tables, graphs and charts for work | 1. Simple tables are identified in familiar texts and contexts in accordance with workplace procedures 2. Title, headings, rows and columns located in familiar tables as per SOPs 3. Information and data in simple tables identified and interpreted as per workplace procedures. 4. Information is related in accordance with workplace tasks 5. Familiar graphs and charts are identified in familiar texts and contexts as per SOPs 6. Title, labels, axes, scale and key from familiar graphs and charts are located as per SOPs 7. Information and data in familiar graphs and charts are identified and interpreted as per job requirements 8. Information is related to relevant workplace tasks as per job 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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Simple measuring equipment may include but not limited to: | * Rulers * Watches/clocks * Scales * Thermometers * AVO meter |
| 1. Common 2D shapes and common 3D shapes may include but not limited to: | * Round * Square * Rectangular * Triangle * Sphere * Cylinder * Cube * Polygons * Cuboids |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Measuring
* Logical thinking
* Computing
* Drawing of graphs
* Applying mathematical formulas
* Analytical

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Types of common shapes
* Differentiation between two dimensional shapes / objects
* Formulae for calculating area and volume
* Types and purpose of measuring instruments
* Units of measurement and abbreviations
* Fundamental operations (addition, subtraction, division, multiplication)
* Rounding techniques
* Types of fractions
* Different types of tables and graphs
* Meaning of graphs, such as increasing, decreasing, and constant value
* Preparation of basic data, tables & graphs

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   * 1. Simple fractions, decimals and percentages are correctly identified and interpreted   2. Performed a limited range of calculations using the 4 operations   3. Performed calculations using familiar units of measurement   4. Recognised common symbols and keys in familiar maps, plans and diagrams   5. Constructed simple tables and graphs using familiar data   6. Identified and interpret information in familiar tables, graphs and charts |
| 1. Resource Implications | 1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written Test 2. Interview 3. Oral Questioning |
| 1. Context of Assessment | Competency may be assessed   1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE DIGITAL LITERACY

**UNIT CODE: HOS/OS/FB/BC/03/4/A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate digital literacy in a working environment. It entails identifying computer software and hardware, applying security measures to data, hardware, software, applying computer software in solving task sand applying internet and email in communication at workplace.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Identify computer software and hardware | * 1. ***Appropriate computer software*** is identified according to manufacturer’s specification   2. ***Appropriate computer hardware*** is identified according to manufacturer’s specification |
| 1. Apply security measures to data, hardware, software | * 1. ***Data security and privacy are classified*** in accordance with the technological situation   2. ***Security and control measures*** are applied in accordance with laws governing protection of ICT   3. Computer threats and crimes are detected as per information security management guidelines.   4. Protection against computer crimes is undertaken in accordance with laws governing protection of ICT |
| 1. Apply computer software in solving tasks | * 1. Basic word processing concepts are applied in resolving workplace tasks   2. Word processing utilities are applied in accordance with workplace procedures   3. Data is manipulated on worksheet in accordance with office procedures |
| 1. Apply internet and email in communication at workplace | * 1. Electronic mail is applied in workplace communication in accordance with office procedures   2. Office internet functions are defined and executed in accordance with office procedures   3. Network configuration and uses are determined in accordance with office operations procedures |

**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.

|  |  |
| --- | --- |
| **Range** | **Variable** |
| 1. Appropriate computer software may include but not limited to: | * Operating system * MS office * Web browser * Media players |
| 1. Appropriate computer hardware may include but not limited to: | * Computer Case * Monitor * Keyboard * Mouse * Hard Disk Drive * Motherboard * Video Card |
| 1. Data security and privacy may include but not limited to: | * Confidentiality * Cloud computing * Confidentiality * Cyber terrorism * Integrity -but-curious data serving |
| 1. Security and control measures may include but not limited to: | * Countermeasures and risk reduction * Cyber threat issues * Risk management |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Interpretation
* Typing
* Communication
* Computing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Input and output devices
* Central processing Unit (CPU)
* Peripherals
* Storage Media
* Software concept
* Types of concept
* Function of computer software
* Data security and privacy
* Security threats and control measures
* Computer crimes
* Detection and protection of computer crimes
* Laws governing protection of ICT
* Word processing;
* Functions and concepts of word processing.
* Documents and tables creation and manipulations
* Mail merging
* Word processing utilities
* Spread sheet;
* Meaning, formulae, function and charts, uses, layout, data manipulation and application to cell
* Networking and Internet;
* Meaning, functions and uses of networking and internet.
* Electronic mail and world wide web
* Emerging trends and issues in ICT;
* Identify and apply emerging trends and issues in ICT
* Challenges posed by emerging trends and issues

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Identified input, output, CPU and storage media devices of computers in accordance to computer specification   2. Identified concepts, types and functions of computer software according to operation manual   3. Identified and controlled security threats   4. Detected and protected computer crimes   5. Applied word processing in office tasks   6. Prepared work sheet and applied data to the cells in accordance to workplace procedures   7. Used Electronic Mail for office communication as per workplace procedure   8. Applied internet and World Wide Web for office tasks in accordance with office procedures   9. Applied laws governing protection of ICT |
| 1. Resource Implications | * 1. Access to relevant workplace where assessment can take place   2. Appropriately simulated environment where assessment can take place   3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Practical assignment   3. Interview   4. Oral Questioning   5. Observation |
| 1. Context of Assessment | Competency may be assessed   1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ENTREPRENEURIAL SKILLS

**UNIT CODE: HOS/OS/FB/BC/04/4/A**

**UNIT DESCRIPTION**

This unit covers the competencies required demonstrate entrepreneurial skills. It involvescreating and maintaining small scale business, establishing small scale business customer base, managing small scale business and growing/ expanding small scale business.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Create and maintain small scale business | 1. Generation and evaluation of business ideas is undertaken in accordance with the existing procedure 2. Competencies are matched with business opportunities in accordance with business practices. 3. Procedure for starting a small business is identified as per the legal requirements 4. SWOT/ PESTEL analysis and or industrial survey is carried out according to office procedures 5. ***Business operations*** are monitored and controlled following established procedures. 6. Quality assurance measures are implemented in accordance with the business practices. 7. Good relations are maintained with staff/workers as per the workplace policies. 8. Policies and procedures on occupational safety and health and environmental concerns are constantly observed as per the workplace policies |
| 1. Establish small scale business customer base | 1. Good customer relations are maintained in accordance with office procedures 2. New customers and markets are identified, explored and reached out to according to the marketing plan 3. Promotions/Incentives are offered to loyal customers in accordance with office procedures 4. Additional products and services are evaluated and tried in accordance with marketing strategy 5. Customer record is maintained in accordance with office procedures |
| 1. Manage small scale business | 1. Enterprise is built up and sustained in line with judicious control of cash flows. 2. Profitability of enterprise is ensured as per the internal controls. 3. Unnecessary or lower-priority expenses and purchases are avoided as per the marketing strategy 4. Basic cost-benefit analysis are undertaken in accordance with office procedures 5. Basic financial management are undertaken in accordance with office procedures 6. Basic financial accounting in undertaken in accordance with office procedures 7. Business ***internal controls*** are implemented in accordance with office procedure 8. Setting business priorities and strategies is carried out according to office procedures 9. Preparation and interpretation of basic financial statements is undertaken in accordance with set procedures 10. Preparation of business plansfor small business is undertaken in accordance with ***business strategy*** 11. Business Social Responsibility is maintained in accordance with Standard Operations Procedures (SOP) |
| 1. Grow/ expand small scale business | 1. Prepared business growth strategy for small sale business in accordance with office procedures 2. Incorporated technology in small scale business growth in accordance with technological trends 3. Emerging issues and trends are considered in accordance with business growth strategy 4. Built audience interest in product/service according to growth strategy 5. Boosted cooperate communication according to business ***communication strategy*** |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Business operations may include but not limited to: | * Purchasing * Accounting/administrative * Work production/operations/sales * Marketing |
| 1. Internal control may include but not limited to: | * Accounting systems * Financial statements/reports * Cash management * Human resource management |
| 1. Business Strategy may include but not limited to: | * Management of wastages * Environmental Conservation |
| 1. Communication strategy may include but not limited to: | * Blue print of exchange of information * Technology and exchange of information |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Marketing
* Advertising
* Basic bookkeeping
* Accounting
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Generation and evaluation of business ideas
* Legal requirements for starting a small business
* SWOT/ PESTEL analysis
* Occupational Safety and Health
* Public relations concepts
* Business plan
* Business financing
* Marketing strategies
* Business management and control
* Production/ operation process
* Product promotion strategies
* Market and feasibility studies
* Business ethics
* Building customer relations
* Business models and strategies
* Types and categories of businesses
* Business internal controls
* Relevant national and local legislation and regulations
* Basic quality control and assurance concepts
* Building relations with customer and employees
* Building competitive advantage of the enterprise
* Business growth strategies

**EVIDENCE GUIDE**

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

|  |  |  |
| --- | --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   |  | | --- | | 1. Demonstrated entrepreneurial skills 2. Demonstrate competencies to create a small-scale business 3. Demonstrated ability to conceptualize and plan a micro/small business 4. Grew customer base for the small-scale business 5. Demonstrated ability to manage/operate a micro/small-scale business 6. Demonstrated competencies to grow a micro/small-scale business | |
| 1. Resource Implications | |  | | --- | | The following resources should be provided: |  1. Assessment location 2. Case studies on micro/small-scale enterprises 3. Assessment materials |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   |  |  | | --- | --- | | 1. Written tests 2. Observation 3. Oral questioning 4. Portfolio 5. Projects |  | |
| 1. Context of Assessment | Competency may be assessed   1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE EMPLOYABILITY SKILLS

**UNIT CODE: HOS/OS/FB/BC/05/4/A**

**UNIT DESCRIPTON**

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating critical safe work habits, demonstrating workplace learning and workplace ethics.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Conduct self-management | 1. Personal vision, mission and goals are formulated based on potential and in relation to organization objectives 2. Emotional intelligence is demonstrated as per workplace requirements. 3. Individual performance is evaluated and monitored according to the agreed targets. 4. Assertiveness is developed and maintained based on the requirements of the job. 5. Accountability and responsibility for own actions are demonstrated based on workplace instructions. 6. Self-esteem and a positive self-image are developed and maintained based on values. 7. Time management, attendance and punctuality are observed as per the organization policy. 8. Goals are managed as per the organization’s objective 9. Self-strengths and weaknesses are identified based on personal objectives |
| 1. Demonstrate critical safe work habits | 1. Stress is managed in accordance with workplace policy. 2. Punctuality and time consciousness is demonstrated in line with workplace policy. 3. Personal objectives are integrated with organization goals based on organization’s strategic plan. 4. ***Resources*** are utilized in accordance with workplace policy. 5. Work priorities are set in accordance to workplace goals and objectives. 6. Leisure time is recognized and utilized in line with personal objectives. 7. ***Drugs and substances of abuse*** are identified and avoided based on workplace policy. 8. HIV and AIDS prevention awareness is demonstrated in line with workplace policy. 9. Safety consciousness is demonstrated in the workplace based on organization safety policy. 10. ***Emerging issues*** are identified and dealt with in accordance with organization policy. |
| 1. Demonstrate workplace learning | * 1. Learning opportunities are sought and managed based on job requirement and organization policy.   2. Improvement in performance is demonstrated based on courses attended.   3. Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job   4. Time and effort is invested in learning new skills based on job requirements   5. Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy.   6. New systems are developed and maintained in accordance with the requirements of the job.   7. Awareness of personal role in workplace ***innovation*** is demonstrated based on requirements of the job. |
| 1. Demonstrate workplace ethics | 1. Policies and guidelines are observed as per the workplace requirements 2. Self-worth and professionalism is exercised in line with personal goals and organizational policies 3. Code of conduct is observed as per the workplace requirements 4. Integrity is demonstrated as per legal requirement |

**RANGE**

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

|  |  |
| --- | --- |
| **Range** | **Variable** |
| 1. Personal objectives may include but not limited to: | * Long term * Short term * Broad * Specific |
| 1. Feedback may include but not limited to: | * Verbal * Written * Informal * Formal |
| 1. Team may include but not limited to: | * Small work group * Staff in a section/department * Inter-agency group |
| 1. Drug and substance abuse may include but not limited to: | * Alcohol * Tobacco * Miraa * Over-the-counter drugs * Cocaine * Bhang * Glue |
| 1. Emerging issues may include but not limited to: | * Terrorism * Social media * National cohesion * Open offices |
| 1. Range of media for learning may include but not limited to: | * Mentoring * peer support and networking * IT and courses |
| 1. Innovation may include but not limited to: | * New ideas * Original ideas * Different ideas * Methods/procedures * Processes * New tools |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Critical thinking
* Observation
* Organizing
* Record keeping
* Problem solving
* Decision Making
* Resource utilization

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies
* Company operations, procedures and standards
* Occupational Health and safety procedures
* Fundamental rights at work
* Personal hygiene practices
* Workplace communication
* Concept of time
* Time management
* Decision making
* Types of resources
* Work planning
* Record keeping
* Workplace problems and how to deal with them
* Assertiveness
* Team work
* HIV and AIDS
* Drug and substance abuse
* Safe work habits
* Professional growth and development
* Technology in the workplace
* Emerging issues
  + Social media
  + Terrorism
  + National cohesion

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   * 1. Conducted self-management   2. Demonstrated critical safe work habits   3. Demonstrated workplace learning   4. Demonstrated workplace ethics |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Oral questioning 2. Portfolio of evidence 3. Third Party Reports 4. Written tests |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ENVIRONMENTAL LITERACY

**UNIT CODE: HOS/OS/FB/BC/06/4/A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to demonstrate environmental literacy. It involves controlling environmental hazard, controlling environmental pollution, demonstrating sustainable resource use and evaluating current practices in relation to resource usage.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Control environmental hazard | * 1. Storage methods for environmentally hazardous materials are followed according to environmental regulations and OSHS.   2. Disposal methods of hazardous wastes are followed according to environmental regulations and OSHS.   3. ***PPE*** is used according to OSHS. |
| 1. Control environmental pollution | * 1. ***Environmental pollution*** ***control measures*** are compiled following standard protocol.   2. Procedures for solid waste management are observed according Environmental Management and Coordination Act 1999   3. Methods for minimizing noise pollution complied following environmental regulations. |
| 1. Demonstrate sustainable use of resource s | * 1. Methods for minimizing wastage are complied with.   2. ***Waste management procedures*** are employed following principles of 3Rs (Reduce, Reuse, Recycle)   3. Methods for economizing or reducing resource consumption are practiced. |
| 1. Evaluate current practices in relation to resource usage | * 1. Information on resource efficiency ***systems and procedures*** are collected and provided as per work groups/sector   2. ***Current resource usage*** is measured and recorded as per work group/sector   3. Current purchasing strategies are analyzed and recorded according to industry procedures.   4. Current work processes to access information and data is analyzed following enterprise protocol. |
| 1. 5. Identify environmental legislations/conventions for environmental concerns | 1. Environmental legislations/conventions and local ordinances are identified according to the different environmental aspects/impact 2. Industrial standard/environmental practices are described according to the different environmental concerns |

**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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. PPE may include but are not limited to: | * Masks * Gloves * Goggles * Safety hat * Overall * Hearing protector * Safety boots |
| 1. Environmental pollution control measures may include but are not limited to: | * Methods for minimizing or stopping spread and ingestion of airborne particles * Methods for minimizing or stopping spread and inhaling gases and fumes * Methods for minimizing or stopping spread and ingestion of liquid wastes |
| 1. Waste management procedures may include but are not limited to: | * Sorting * Storing of items * Recycling of items * Disposal of items * Handling * Transport |
| 1. Current resources usage may include but are not limited to: | * Electric * Water * Fuel * Telecommunications * Supplies * Materials |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Measuring
* Recording
* Analytical
* Monitoring
* Writing
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Storage methods of environmentally hazardous materials
* Disposal methods of hazardous wastes
* Usage of PPE Environmental regulations
* OSHS
* Types of pollution
* Environmental pollution control measures
* Different solid wastes
* Solid waste management
* Different noise pollution
* Methods of minimizing noise pollution
* Solid Waste Act
* Methods of minimizing wastage
* Waste management procedures
* Economizing of resource consumption
* Principle of 3Rs
* Types of resources
* Techniques in measuring current usage of resources
* Calculating current usage of resources
* Types of workplace environmental hazards
* Environmental regulations
* Environmental regulations applying to the enterprise.
* Procedures for assessing compliance with environmental regulations.
* Collection of information on environmental and resource efficiency systems and procedures,
* Measurement and recording of current resource usage
* Analysis and recording of current purchasing strategies.
* Analysis current work processes to access information and data Analysis of data and information

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Controlled environmental hazards 2. Controlled environmental pollution 3. Demonstrated sustainable resource use 4. Evaluated current practices in relation to resource usage |
| 1. Resource Implications | The following resources should be provided:   * 1. Workplace with storage facilities   2. Tools, materials and equipment relevant to the tasks (e.g. cleaning tools, cleaning materials, trash bags, etc.)   3. PPEs   4. Manuals and references   5. Legislation, policies, procedures, protocols and local ordinances relating to environmental protection   6. Case studies/scenarios relating to environmental Protection |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written tests 4. Third party reports 5. Portfolio |
| 1. Context of Assessment | Competency may be assessed   1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE OCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE: HOS/OS/FB/BC/07/4/A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to practice safety and health and comply with OSH requirements relevant to work. It involves observing workplace procedures for hazards and risk prevention and participating in arrangements for workplace safety and health maintenance.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Adhere to workplace procedures for hazards and risk prevention | 1. Arrangement of work area and items in accordance with   workplace procedures requirements   1. Work standards and procedures are followed based on instructions 2. ***Prevention and control measures*** are applied based on instructions |
| 1. Participate in arrangements for workplace safety and health maintenance | 1. Orientations on ***OSH requirements and regulations*** is undertaken in line with policy. 2. Feedback on occupational health and safety are provided as per workplace instructions. 3. Workplace procedures for reporting hazards, incidents, injuries and sickness are adhered to as per workplace policy. 4. ***OSH-related training needs*** are identified and proposed as per workplace policy. |

**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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Prevention and control measures may include but are not limited to: | * Eliminate the hazard * Isolate the hazard * Substitute the hazard with a safer alternative * Use administrative controls to reduce the risk * Use engineering controls to reduce the risk * Use personal protective equipment * Safety, Health and Work Environment Evaluation * Periodic and/or special medical examinations of workers |
| 1. Safety gears /PPE (Personal Protective Equipment’s) may include but are not limited to: | * Arm/Hand guard, gloves * Eye protection (goggles, shield) * Hearing protection (ear muffs, ear plugs) * Hair Net/cap/bonnet * Hard hat * Face protection (mask, shield) * Apron/Gown/coverall/jump suit * Anti-static suits * High-visibility reflective vest |
| 1. Incidents and emergencies may include but are not limited to: | * Chemical spills * Equipment/vehicle accidents * Explosion * Fire * Gas leak * Injury to personnel * Structural collapse * Toxic and/or flammable vapors emission. |
| 1. OSH requirements / regulations may include but are not limited to: | * Building code * Permit to Operate |
| 1. OSH-related trainings may include but are not limited to: | * Safety Orientations relevant to tasks * Safe and Correct Operation of Tools and Equipment * Health Orientations/trainings * Prevention and Control of OSH Hazards in the workplace * Chemical Handling * Safety Trainings * Prevention and Control of Work-related Injuries and Illness * Basic First-aid Trainings * Emergency Response Trainings * Trainings on use of fire-extinguisher |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Knowledge management
* Collaborating
* Interpersonal
* Troubleshooting
* Critical thinking
* Observation

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* General OSH principles and legislations
* Principles of good housekeeping (5S)
* Company/workplace policies/ guidelines
* Standards and safety requirements of work process and procedures
* Standard Workplace emergency plan and procedures
* Safety and health requirements of tasks
* Workplace guidelines on providing feedback on OSH and security concerns
* OSH regulations
* Hazard control procedures
* OSH trainings relevant to work

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | 1. Assessment requires evidence that the candidate: 2. Arranged work area and items in accordance with 3. workplace procedures requirements 4. Followed work standards and procedures based on instructions 5. Applied ***Prevention and control measures*** based on instructions 6. Undertook orientations on ***OSH requirements and regulations*** in line with policy. 7. Provided feedback on occupational health and safety as per workplace instructions. 8. Adhered to workplace procedures for reporting hazards, incidents, injuries and sickness to as per workplace policy. 9. Identified and proposed ***OSH-related training needs*** as per workplace policy. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Oral questioning 2. Portfolio of evidence 3. Third Party Reports 4. Written tests |
| 1. Context of Assessment | Competency may be assessed   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# CORE UNITS OF COMPETENCY

# PROVIDE FOOD AND BEVERAGE GUEST EXPERIENCE

**UNIT CODE: HOS/OS/FB/CR/01/4/A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to provide food and beverage guest experience. It involves handling guest communications, collecting, processing and dissemination of guest information. It also entails handling guest’s complaints and feedback.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| --- | --- |
| 1. Handle guest communications | 1. . Guest is welcomed as per workplace policy. 2. . Guest is guided to desired location as per workplace policy. 3. Organization services are promoted based on its products and work place procedures. 4. ***Options to enhance guest experience*** are recommended based on guest preference, status, and duration of stay and workplace policy. |
| 1. Collect, process and disseminate guest information | 1. . Guest contact details are taken and compiled as per workplace policy. 2. . Guest ***dietary preferences/needs*** and ***special requests*** are obtained as per workplace policy. 3. . Guest information is shared with relevant stakeholders as per workplace policy. |
| 1. Handle guest’s complaints | * 1. The guest’s complain is received as per the work place procedures and SOPs.   2. The guest is listened to with empathy as per the SOPs.   3. The guest is isolated (where necessary) for privacy as per the SOPs.   4. Calmness and professionalism is demonstrated when handling the guest complains as per the SOPs.   5. Details of the complains are noted down as SOPs and work place policy.   6. Solution options are offered to the guest as per the work place policy.   7. Follow up on the guest complain is undertaken to ascertain satisfaction as per the SOPs. |
| 1. Handle guest’s feedback | 1. Feedback from the guests is obtained, analyzed and shared as per workplace policy. 2. Guest feedback is addressed as per workplace policy. 3. Action taken on guest information is followed-up and monitored as per workplace policy. 4. ***Compensation of guest experience*** is conducted as per workplace policy and SOPs. 5. Satisfaction of the guest is assessed based on guest feedback and/or future experience with the guest. |

**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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Options to enhance guest experience may include but not limited to: | * Menu options * Seating arrangements * Special orders * Entertainment * Discounts * Healthy eating |
| 1. Dietary preferences/needs may include but not limited to: | * Vegetarian meals * Lactose intolerance * Gluten intolerance * Sugar free products * Nut allergies * Protein allergies * Health eating |
| 1. Special requests may include but not limited to: | * Birthday entertainment * Wheelchair access * Baby chairs * Baby walkers * Family seating * Valet services * Nanny services |
| 1. Compensation of guest experience may include but not limited to: | * Complimentary meal/beverage * Refund * Discounts |

**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.

* Communication
* Interpersonal
* Listening
* Problem solving
* Negotiation
* Attention to details
* Analytical
* Leadership
* Entrepreneurial
* Computer proficiency
* Decision making
* Customer care

**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:

* Food &beverage sales and service operations
* Work place polies and SOPs
* Business communication
* Customer care
* Property care and maintenance
* Basic culinary techniques
* Legal requirements e.g. Occupational Safety and Health Act, 2007, Employment Act, 2007, The hotels and restaurants Act 2009, Environmental Management and Co-ordination Act, Revised 2012 (1999).
* Hygiene and sanitation
* Food safety
* Basic marketing

**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 | Assessment requires evidence that the candidate:   1. Welcomed guests courteously. 2. Guided guests to the desired location. 3. Promoted institution products and services. 4. Recommended options to enhance guest experience. 5. Collected and compiled guest information. 6. Shared guest information with relevant stakeholders on time. 7. Obtained, analyzed and shared guest feedback from the guests. 8. Handled guest complains professionally. 9. Followed up and monitored action taken on guest information. 10. Conducted compensation of guest experience appropriately. 11. Assessed guest satisfaction. |
| 1. Resource implications | The following resources must be provided:  An organization with a functional food and beverage department |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Observation   2. Written tests   3. Oral questioning   4. Third party report |
| 1. Context of Assessment | Competency may be assessed:   * 1. On-the-job   2. Off-the-job or a combination of these   3. During industrial attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM FOOD AND BEVERAGE OPERATIONS

**UNIT CODE: HOS/OS/FB/CR/02/4/A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to perform food and beverage operations. It involves preparing for operations in food and beverage service outlet, carrying out and controlling food and beverage services.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **Elements**  These describe the **key outcomes** which make up workplace function. | **Performance Criteria**  These are **assessable statements** which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| --- | --- |
| 1. Prepare for operations in food and beverage service outlet | * 1. Food and beverage outlet is opened in accordance with workplace policy.   2. Food and beverage***outlet operating equipment*** ***and* service ware** are prepared for use as per the menu or daily specials.   3. Food and beverage ***outlet furniture*** is setin accordance with outlet policy and design.   4. Service stations are prepared in accordance with outlet policies and standard operating procedures.   5. Side boards are arranged as per the menu and daily specials. |
| 1. Carry out food and beverage service operation | * 1. Tables are set in accordance with outlet SOPs.   2. ***Daily specials*** are offered as per F & B outlet policy.   3. Orders are taken as per SOPs   4. Food and beverages are served to the customer as per SOPs.   5. Payment is received and processed as per organizational policy.   6. Guest complaints/compliments are handled as per workplace policy and ***applicable laws.*** |
| 1. Control food and beverage services | * 1. Point of salesystem is operated in accordance with outlet SOPs.   2. Closing stocks are checked and recorded.   3. Safety and security issues are handled as per workplace policy and legal requirements.   4. Compliance to policy and regulations is confirmed as per legal requirements.   5. Food and beverage outlet operations are monitored according to SOPs.   6. Food and beverage service report is prepared and shared with relevant personnel as per workplace policy. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Outlet operating equipment and service ware may include but not limited to: | * Cutlery * Crockery * Glassware * Hollow ware * Trays * Sideboards * Linen * Condiments * Service Trolleys |
| 1. Outlet furniture may include but not limited to: | * Tables * Chairs * Sideboards * Trolleys |
| 1. Daily specials may include but not limited to: | * Chefs special * Cocktail of the day * Soup of the day * Daily menus * Signature dishes |
| 1. Applicable laws ware may include but not limited to: | * Occupational Safety and Health Act, 2007 * Employment Act, 2007 * The hotels and restaurants Act 2009 * Environmental Management and Co-ordination Act, Revised 2012 (1999) |

**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.

* Supervisory
* Leadership skills
* Listening
* Attention to details
* Communication
* Negotiations
* Interpersonal skills
* Entrepreneurial skills
* Problem solving
* Computer proficiency
* Decision Making

**Required Knowledge**

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

* Food &beverage sales and service operations
* Property management and maintenance
* Basic culinary techniques
* Work place polies and SOPs
* Business communication
* Customer care
* Legal requirements e.g. Occupational Safety and Health Act, 2007, Employment Act, 2007, The hotels and restaurants Act 2009, Environmental Management and Co-ordination Act, Revised 2012 (1999).
* Hygiene and sanitation
* Food safety
* Basic marketing
* Basic human resource management

**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 | Assessment requires evidence that the candidate:   * 1. Prepared food and beverage outlet operating equipment and service ware for use as per the menu or daily specials.   2. Set F&B outlet furniture in accordance to outlet policy and design.   3. Prepared service stations in accordance with outlet policies and standard operating procedures.   4. Arranged side boards as per the menu and daily specials.   5. Offered daily specials as per F & B outlet policy.   6. Applied relevant laws in carrying out F & B outlet activities   7. Operated point of salesystem in accordance with outlet SOPs.   8. Checked and recorded closing stocks as per work place policy   9. Prepared and shared food and beverage service report as per workplace policy. |
| 1. Resource implications | The following resources must be provided:  An organization with a functional F&B department |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Observation   2. Written tests   3. Interviews   4. Project   5. Third party reports |
| 1. Context of Assessment | Competency may be assessed:   * 1. On-the-job   2. Off-the-job   3. Or a combination of both   4. During industrial attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended |

# CARRY OUT BAR OPERATIONS

**UNIT CODE: HOS/OS/FB/CR/03/4/A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to carry out bar operations. It involves preparing for bar operations, performing and controlling bar operations and operating special bars.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **Elements**  These describe the **key outcomes** which make up workplace function. | **Performance Criteria**  These are **assessable statements** which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| --- | --- |
| 1. Prepare for bar operations | * 1. Bar is cleaned as per the SOPs   2. Bar is opened and closed in accordance with workplace policy and legal requirements.   3. ***Bar operating equipment*** ***and service ware*** are prepared for use as per the menu or daily specials.   4. ***Bar furniture*** is setin accordance with F&B outlet policy and design.   5. Bar stock is checked, restocked and documentation completed as per par level.   6. Bar products and materials are checked and restocked and documentation is completed   7. ***Mis en place*** is carried out as per outlet policy |
| 1. Perform bar operations | * 1. ***Bar specials*** are offered as per organisational policy.   2. Bar orders are taken as per SOPs and work place policy   3. Drinks are prepared as per the recipes and work place policy.   4. Drinks are served using appropriate glassware and garnishes.   5. Tray service is provided where applicable according to organisational procedures.   6. Spillages and breakages are promptly and safely attended to as per SOPs.   7. Bar operations are monitored according to SOPs.   8. Guest complaints/compliments are handled as per workplace policy.   9. ***Bar sales summary*** is prepared as per organisational policy.   10. ***Bar closing procedures*** are carried out as per SOPs. |
| 1. Control bar operations | * 1. Closing stocks are checked against established par levels.   2. Revenue is recorded and secured as per accounting procedures.   3. Safety and security issues are handled as per workplace policy and legal requirements.   4. Compliance to policy and regulations is confirmed as per legal requirements. |
| 1. Operate special bars | 1. Special bars are operated in line with SOPs and legal requirements. 2. Special bar closing procedures are carried out as per SOPs. |

**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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Operating equipment and service ware may include but not limited to: | * Cutlery * Crockery * Glassware * Trays * Sideboards * Linen * Condiments * Blender * Cocktail mixers * Assorted bar accessories * Coolers * Glasswasher/ dishwasher |
| 1. Bar furniture may include but not limited to: | * Bar counters * Tables * Chairs * Sideboards * Trolleys * Bar stools * Cocktail tables * Wine rack |
| 1. Mis en place may include but not limited to: | * Stock taking * Chilling * Preparing garnishes for cocktails * Preparing ice cubes * Restocking the bar |
| 1. Bar specials may include but not limited to: | * Cocktail of the day/week * Bar special menu * Promotional package * Happy hour |
| 1. Bar sales summary may include but not limited to: | * Opening and closing stock * Sales * Breakages * Ullages |
| 1. Bar closing procedures may include but not limited to: | * Safe disposal of waste * Closing stock taking * Cleaning of all used items * Cleaning the bar * Arranging tables and chairs neatly * Securing the bar e.g. switching off electricity, locking cabinets and the bar, closing the doors |

**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.

* Bar service
* Mixology (Cocktail preparation)
* Supervisory and leadership skills
* Communication
* Listening
* Attention to details
* Negotiations
* Interpersonal skills
* Entrepreneurial skills
* Problem solving
* Computer proficiency
* Negotiation
* Decision making
* Problem solving

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Bar operations
* Mixology (Cocktail preparation)
* Basic accounting
* Daily bar reports
* The hotels and restaurants Act 2009
* Liquor licensing laws
* Hygiene and sanitation
* Food safety
* First aid
* Basic marketing
* Business communication
* Customer care

**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 | Assessment requires evidence that the candidate:   * 1. Cleaned the bar as per the SOPs   2. Prepared bar operating equipment and service ware for use as per the menu or daily specials.   3. Set bar furniture in accordance to F&B outlet policy and design.   4. Carried out mis en place as per outlet policy   5. Offered bar specials as per organisational policy.   6. Handled guest complaints/compliments as per workplace policy.   7. Prepared bar service report as per organisational policy.   8. Prepared and served drinks as per set recipes.   9. Controlled bar operations   10. Followed bar closing procedures as per SOPs. |
| 1. Resource Implications | The following resources must be provided:  2.1 A simulation of a functional bar  2.2 A restaurant with a functional bar unit  2.3 An organization with a functional bar unit |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Observation   2. Written tests   3. Oral questioning   4. Third party report |
| 1. Context of Assessment | Competency may be assessed:   * 1. On-the-job   2. Off-the-job   3. A combination of both   4. During industrial attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# SUPERVISE ROOM SERVICE OPERATIONS

**UNIT CODE: HOS/OS/FB/CR/04/4/A**

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

| **Elements**  These describe the key outcomes which make up workplace function | **Performance Criteria**  These are **assessable statements** which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| --- | --- |
| 1. Prepare for room service operations | 1. Room service staff issensitized on room service procedures as per SOPs. 2. Room service station ***Fixture, Furniture and*** ***Equipment (FF&E)*** is setin accordance to workplace policy and number of guests/sizes of institution. 3. Room service ***operating equipment*** and ***service ware*** are prepared for use as per the menu. 4. Menus are confirmed as per ***management objectives*** and guest needs. 5. Daily tasks are assigned as per ***room service* *operational needs.*** |
| 1. Carry out room service operations | * 1. ***Daily specials*** are offered as per workplace policy.   2. Room service menus are availed as per SOPs.   3. Room service orders are taken as per the customer’s needs.   4. Room service tray is set up in accordance with room service SOPs.   5. Food and beverages are delivered to the room according to workplace policy and **applicable laws.**   6. Safety of room service staff is observed as per the work place policy.   7. Room service operations are monitored according to SOPs.   8. Guest complaints/ compliments are handled as per workplace policy. |
| 1. Control room service operations | * 1. Point of salesystem is operated in accordance with room service SOPs.   2. Closing stocks are checked against established par levels.   3. Payment is received and processed as per organizational policy.   4. Safety and security issues are handled as per workplace policy and legal requirements.   5. Compliance to policy and regulations is confirmed as per 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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| * + - 1. Fixture, Furniture and Equipment (FF&E) may include but not limited to: | * Cabinets * Coolers * Shelves * Trolleys * Trays * Linen * Cutlery * Crockery * Glassware * Hollow ware * Room service accessories * Mini bar |
| * + - 1. Operating equipment may include but not limited to: | * Trolleys * Foldable table * Coffee making machine |
| * + - 1. Service ware may include but not limited to: | * Cutlery * Crockery * Glassware * Hollow ware * Glasswasher |
| * + - 1. Management objectives may include but not limited to: | * Profitability * Customer satisfaction * Corporate image |
| * + - 1. Room service operational needs may include but not limited to: | * Customer’s order\Special diets |
| * + - 1. Daily specials may include but not limited to: | * Cocktails * Fresh fruit juices * Shakes * Smoothies |
| * + - 1. Applicable laws may include but not limited to: | * Occupational Health and safety Act,2007 * Liquor licensing Act, 2010 * Employment Act. 2007 |

**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.

* Basic food production
* Analytical
* Supervisory
* Leadership
* Communication
* Negotiation
* Interpersonal
* Entrepreneurial
* Problem solving
* Computer proficiency
* Customer care
* Listening
* Attention to details
* Decision making

**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:

* Food and beverages sales service operations
* Guest relations
* Basic accounting
* Basic marketing
* Property care and maintenance
* Basic culinary techniques
* Hygiene and sanitation
* Food safety
* Occupation, Health and safety
* The hotels and restaurants Act 2009
* Liquor licensing laws
* Hygiene and sanitation
* Food safety
* First aid
* Business communication
* Customer care

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Set room service station Fixture, Furniture and Equipment in accordance to workplace policy and number of guests/sizes of organization.   2. Prepared room service operating equipment and service ware for use as per the menu.   3. Assigned daily tasks as per room service operational needs.   4. Took room service orders as per the customer(s) needs.   5. Set room service tray in accordance with room service SOPs.   6. Delivered food and beverages to the room according to workplace policy and applicable laws.   7. Handled guest complaints/compliments as per workplace policy.   8. Checked closing stocks against established par levels.   9. Received and processed payment as per organizational policy.   10. Observed safety and security issues as per workplace policy and legal requirements. |
| Resource implications | The following resources must be provided:   * 1. An organization with a functional food and beverage department /a food production unit   2. An accommodation unit   3. A simulation of an accommodation unit |
| Methods of Assessment | Competency may be assessed through:   * 1. Observation   2. Written tests   3. Oral questioning   4. Third party report |
| Context of Assessment | Competency may be assessed:   * 1. On-the-job   2. Off-the-job   3. Or a combination of both   4. During industrial attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PROVIDE BANQUETS AND EVENTS SERVICES

**UNIT CODE: HOS/OS/FB/CR/05/4/A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to provide banquets and events services. It involves preparing for and carrying out banquets services. It also entails controlling services in banquets and events.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **Elements**  These describe the key outcomes which make up workplace function. | **Performance Criteria**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| --- | --- |
| 1. Prepare for banquets and events | * 1. ***Banquets and events*** reservations are taken and recorded as per workplace policy.   2. Banquets and events standard operating procedures are followed in accordance with workplace policy.   3. Banquets and events ***communication tools*** are gathered as per workplace policy.   4. Work schedules are prepared as perbanquets and events forecast.   5. Banquets and events duties are assigned as per job description and workplace policy.   6. Banquets and events ***FF&E*** and ***service ware*** are set as per function and workplace policy.   7. ***Service stations*** are prepared in accordance with workplace policy and standard operating procedures. |
| 1. Carry out services in banquets and events | * 1. Tables are laid out in accordance with banquets events order and SOPs.   2. Guests are welcomedand ushered as per SOPs.   3. Meals and drinks are served and clearance done as per the SOPs.   4. Banquets and events operations are monitored according to SOPs.   5. Guest complaints/ compliments are handled as per workplace policy. |
| 1. Control services in banquets and events | 1. Point of salesystem is operated in accordance with banquets and events SOPs. 2. Closing stocks are checked against opening stocks. 3. Payment is received and processed according to work place policy 4. Safety and security issues are handled as per workplace policy and legal requirements. 5. Compliance to policy and regulations is confirmed as per legal requirements. 6. Banquets and events operations are evaluated according to SOPs. |

**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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| Banquets and events may include but not limited to: | * Banquets * Weddings * Wedding reception * Anniversary * Birthdays parties * Baby and wedding shower * Cocktail parties * MICE (Meetings, incentives, conferences and events) |
| Communication tools may include but not limited to: | * Menus * Packages * Flyers * Brochures * Banners * Web based tools |
| FF&E may include but not limited to: | * Banqueting trucks * Refrigerated trucks * Tables * Chairs * Linen * Flowers |
| Service ware may include but not limited to: | * Cutlery * Crockery * Glassware * Hollow ware * Glasswasher |
| Service stations may include but not limited to: | * Food stations * Special bar * Landing stations * Seating plans * Décor |

**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.

* Bar service
* Reservations
* Coordination
* Organizing
* Analytical
* Supervisory
* Leadership
* Communication
* Report writing
* Negotiation
* Interpersonal
* Entrepreneurial
* Problem solving
* Computer proficiency
* Customer care
* Decision making
* Listening
* Attention to details

**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:

* Food and beverages sales service operations
* Sales and marketing
* Customer care
* Property care and maintenance
* Basic human resource management
* Team work
* Basic marketing
* Property care and maintenance
* Hygiene and sanitation
* Food safety
* Occupation, Health and safety
* The hotels and restaurants Act 2009
* Liquor licensing laws
* First aid
* Business communication

**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 | Assessment requires evidence that the candidate:   * 1. Set banquets and events FF&E and service ware as per function and workplace policy.   2. Prepared service stations in accordance with banquets, events order and standard operating procedures.   3. Laid tables in accordance with banquets and events order and SOPs.   4. Welcomed and ushered guests   5. Served meals and drinks and carried out clearance as per the SOPs.   6. Handled guest complaints/compliments as per workplace policy.   7. Checked closing stocks against opening stocks.   8. Handled safety and security issues as per workplace policy and legal requirements.   9. Evaluated banquets and events as per the work place policy. |
| 1. Resource Implications | The following resources must be provided:  2.1 A functional banqueting and events unit  2.2 A simulation of a functional banqueting and events unit |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Observation   2. Written tests   3. Oral questioning   4. Third party report |
| 1. Context of Assessment | Competency may be assessed:   * 1. On-the-job   2. Off-the-job   3. Or a combination of both   4. During industrial attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# OPERATE SPECIALTY OUTLETS

**UNIT CODE: HOS/OS/FB/CR/06/4/A**

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **Elements**  These describe the key outcomes which make up workplace function. | **Performance Criteria**  These are **assessable statements** which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| --- | --- |
| 1. Prepare for specialty outlet operations. | 1. Specialty outlet menu is availed as per outlet concept. 2. ***Specialty outlet Furniture, Fittings and Equipment (FF and E)*** is set as per outlet concept. 3. Daily tasks are assigned as per ***outlet operational needs.*** 4. Specialty outlet service SOPs are followed as per outlet concept. 5. Specialty outlet is opened in accordance with workplace policy. 6. Daily specials are confirmed in accordance with the ***outlet concept.*** 7. ***Service stations*** are prepared in accordance with outlet policies and standard operating procedures. 8. Side boards are arranged as per the menu and daily specials. |
| 1. Carry out operations of a Specialty outlet | * 1. Outlet set-up is done in accordance with outlet concept.   2. Daily specials are promoted as per outlet policy.   3. Orders are taken as per the work place policy and SOPs.   4. Food and beverages are served according to customer needs and as per SOPs.   5. Billing is done as per work place policy and SOPs   6. Outlet operations are monitored according to SOPs.   7. Guest complaints/compliments are handled as per workplace policy.   8. ***Speciality outlet activities*** are carried out according to ***applicable laws*.** |
| 1. Control specialty outlet operations | * 1. ***Point of sale*** system is operated in accordance with outlet SOPs.   2. Opening stocks are checked against established par levels.   3. Portion control is applied as per work place policy.   4. Payment is received and processed as per workplace policy.   5. Safety and security issues are handled as per workplace policy and legal requirements.   6. Compliance to policy and regulations is confirmed as per legal requirements.   7. Closing stocks are checked against the sales and deliveries. |

**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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Specialty Furniture, Fittings and Equipment (FF&E) may include but not limited to: | * + Cutlery   + Crockery   + Glassware   + Trays   + Sideboards   + Linen   + Condiments   + Table   + Chairs   + Mats   + Lighting   Lampshades |
| 1. Outlet operational needs may include but not limited to: | * + Shift coverage   + Completion of tasks   + Completion of service cycle   + Type of clientele   + Type of menu |
| 1. Outlet concept may include but not limited to: | * + Theme and décor   + Cuisine   + Target clientele |
| 1. Service stations may include but not limited to: | * + Sushi bars   + Live cooking stations   + Carving station |
| 1. Specialty outlet activities may include but not limited to: | * + Entertainment   + Celebrations e.g. Diwali   + Fireworks displays   + Cultural nights |
| 1. Applicable laws may include but not limited to: | * + Occupational Health and safety Act,2007   + Liquor licensing Act, 2010   + Employment Act. 2007   + The hotels and restaurants Act 2009   + Environmental Management and Co-ordination Act, Revised 2012 (1999) |
| 1. Point of sale include may but not limited to: | * + Micros stations   + Cashiering stations   + KOT (Kitchen Order Ticket) printers |

**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.

* Bar service
* Reservations
* Coordination
* Organizing
* Analytical
* Supervisory
* Leadership
* Communication
* Report writing
* Negotiation
* Interpersonal
* Entrepreneurial
* Problem solving
* Computer proficiency
* Customer care
* Decision making
* Listening
* Attention to details

**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:

* Food and beverages sales service operations
* Special cuisine
* Specialty/ethnic culture
* Basic culinary
* Sales and marketing
* Customer care
* Property care and maintenance
* Basic human resource management
* Team work
* Basic marketing
* Property care and maintenance
* Hygiene and sanitation
* Food safety
* Occupation, Health and safety
* The hotels and restaurants Act 2009
* Liquor licensing laws
* First aid
* Business communication

**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 | Assessment requires evidence that the candidate:   * 1. Prepared service stations in accordance with outlet policies and standard operating procedures.   2. Set up speciality outlet FF and E as per outlet concept.   3. Set-up speciality outlet concept in accordance with work place policy.   4. Orders are taken as per SOPs   5. Served food and beverages according to customer needs and SOPs   6. Billed customers as per work place SOPs   7. Handled guest complaints/compliments as per workplace policy.   8. Applied portion control as per work place policy |
| 1. Resource Implications | The following resources must be provided:   * 1. A functional Specialty F &B outlet with a food production unit   2. An institution with a specialty F & B outlet. |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Observation   2. Written tests   3. Oral questioning   4. Third party report |
| 1. Context of Assessment | Competency may be assessed:   * 1. On-the-job   2. Off-the-job   3. Or a combination of both.   4. During industrial attachment   Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# HANDLE GUEST RESERVATIONS

**UNIT CODE: HOS/OS/FB/CR/07/4/A**

**UNIT DESCRIPTION**

This unit deals with competencies required to handle guest reservations. It involves taking and processing guest reservations. It also entails allocating reserved tables and sharing reservation information as well as processing cancellations and no shows.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range.*** |
| --- | --- |
| 1. Take guests reservations | * 1. ***Reservation requests*** are received and responded to in accordance with SOPs.   2. Guest name is noted and used throughout the interaction as per workplace policy.   3. ***Details of reservation*** are clarified, repeated and verified with guests for accuracy as per SOPs.   4. Availability of requested space is confirmed as per workplace policy.   5. Suggestive selling techniques are applied as per workplace policy and SOPs.   6. Details of reservationis recorded in reservation diary in accordance with workplace policy and SOPs. |
| 1. Process guest reservations | * 1. Deposits/down payment is received and posted as per workplace policy.   2. Reservation details are communicated to relevant department/section as per workplace policy.   3. Feedback on reservation confirmation is given to the booker as per workplace policy.   4. Cancellations and no shows are charged as per workplace policy. |
| 1. Implement guests’ reservations | * 1. Set up is done as per reservation details, workplace policy and SOPs.   2. Reservation cards/signage are placed on the table and other places as per SOPs.   3. ***Special requests*** are prepared and readied as per reservation details and SOPs.   4. Services requested in the reservation are communicated to the relevant departments as per SOPs.   5. Payment for reservation is done as per workplace policy. |
| 1. Implement loyalty programs | * 1. Guest are introduced to the royalty programs as per the workplace policy.   2. Guests are registered for the royalty programs as per the work place policy.   3. Database of the loyalty programs is developed and maintained as per SOPs.   4. Guest loyalty programs benefits are awarded as per the work place policy.   5. Guests feedback on the royalty programmed is collected, analyzed and shared as per SOPs   6. Guests are followed up for future business as per SOPs. |

**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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Reservation requests may include but not limited to: | * + Birthday   + Anniversary   + Graduation   + Family get together   + Fundraising   + Farewell |
| 1. Details of reservation requests may include but not limited to: | * + Name of the guest   + Pax (Number of guest)   + Venue e.g. conference hall, by the pool, in the garden, roof top etc.   + Order details   + Time and date of arrival   + Duration of stay   + Special request e.g. car hire |
| 1. Special requests may include but not limited to: | * + Cakes   + Decoration   + Entertainment   + Special seating arrangement   + Bar   + Security   + Allergens   + Healthy eating |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Time management
* Work culture
* Telephone etiquette
* Record keeping
* Complaints handling
* Conflict resolution
* Negotiation
* Analytical
* Problem solving
* Critical thinking
* Summarizing and paraphrasing
* Listening

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Food and beverages sales and service operations
* Special cuisine
* Specialty/ethnic culture
* Basic culinary
* Basic sales and marketing
* Product knowledge
* Customer care
* Team work
* The hotels and restaurants Act 2009
* Liquor licensing laws
* First aid
* Communication
* Basic accounting
* Guest relations
* Conflict resolution techniques
* Negotiation techniques
* Problem solving process
* Safety and security procedures
* Handling guests with special needs
* Dealing with difficult clients
* Loyalty programmes

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | * 1. Received and responded to reservation requests promptly and courteously.   2. Guests name is noted and used throughout the interaction.   3. Confirmed and verified the reservation requested availability.   4. Applied marketing techniques.   5. Recorded details of reservation.   6. Received and posted deposits/down payment.   7. Communicated reservation details to relevant department/section   8. Confirmation reservation to the booker.   9. Charged cancellations and no shows as per the work place policy.   10. Set up restaurant as per reservation details.   11. Placed reservation cards/signage.   12. Received payment for the reservation.   13. Implemented loyalty programs appropriately. |
| 1. Resource Implications | The following resources MUST be provided:  A functional food and beverage banquets and events organization |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Interview   3. Oral questioning   4. Observation   5. Third party report |
| 1. Context for Assessment | Assessment must be conducted in:   * 1. Workplace or simulated work environment   2. CDACC accredited assessment center/venue |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |