

**REPUBLIC OF KENYA**

**COMPETENCY-BASED MODULAR CURRICULUM**

**FOR**

**FOOD AND BEVERAGE SERVICE (WAITER)**

**KNQF LEVEL 3**

**PROGRAMME ISCED CODE:1013253A**

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**FOREWORD**

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

Reforms in the education sector are necessary to achieve Kenya Vision 2030 and meet the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution, and this resulted in the formulation of the Policy Framework for Reforming Education and Training in Kenya (Sessional Paper No. 14 of 2012). A key feature of this policy is the radical change in the design and delivery of 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 the mode of delivery allow 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 this curriculum has been developed. For trainees to build their skills on foundational hands-on activities of the occupation, units of learning are grouped in modules. This has eliminated duplication of content and streamlined exemptions based on skills acquired as a trainee progresses in the up-skilling process, while at the same time allowing trainees to be employable in the shortest time possible through the acquisition of part qualifications.

It is my conviction that this curriculum will play a great role in developing competent human resources for the Hospitality Sector’s growth and development.

**PRINCIPAL SECRETARY**

**STATE DEPARTMENT FOR TVET**

**MINISTRY OF EDUCATION**

**PREFACE**

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

CAP 210A and Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya for Sustainable Development emphasized the need to reform curriculum development, assessment, and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry, as well as increase the global competitiveness of the Kenyan labour force.

This curriculum has been developed in adherence to the Kenya National Qualifications Framework and CBETA standards and guidelines. The curriculum is designed and organized into Units of Learning with Learning Outcomes, suggested delivery methods, learning resources, and methods of assessing the trainee’s achievement. In addition, the units of learning have been grouped in modules to concretize the skills acquisition process and streamline upskilling.

I am grateful to all expert trainers and everyone who played a role in translating the Occupational Standards into this competency-based modular curriculum.

**ACKNOWLEDGMENT**

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support were received from expert trainers, institutions and organizations.

I recognize with appreciation the role of the Hospitality National Sector Skills Committee (NSSC) in ensuring that competencies required by the industry are addressed in the curriculum. I also thank all stakeholders in the Hospitality sector for their valuable input and everyone who participated in developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that individuals aspiring to work in the Hospitality Sector acquire competencies to perform their work more efficiently and effectively.

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# ACRONYMS AND ABBREVIATIONS

**HACCPs**: Hazard Analysis and Critical Control Points

**HSE**: Health, safety and Environment principles and requirements

**OSH**: Occupational Health and Safety PPE – Personal Protective Equipment

**RPL**: Recognition of Prior Learning

**SMS**: Short Message Service

**TVET**: Technical and Vocational Educational and Training

**TVETA**: Technical and Vocational Educational and Training Act

# KEY TO UNIT CODE

**1 0 1 3 2 5 3 A**

# COURSE OVERVIEW

The Food and Beverage Service Level 3 Qualification consists of competencies that an individual must achieve to perform food and beverage service. It involves serving food and beverages, performing food and beverage service techniques, and preparing mocktails and cocktails.

**SUMMARY OF UNITS OF LEARNING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Units of Learning** | | | |
| **Units of Learning Code** | **Units of Learning Title** | **Duration in Hours** | **Credit Factor** |
| **MODULE 1** | | | |
| 1013 253 03A | [Food and Beverage Service](#_Toc183938273) | 100 | 10 |
| 1013 253 04 A | Food and Beverage Service Techniques | 100 | 10 |
| 1013 253 05A | Mocktails and Cocktails Preparation | 120 | 12 |
| **Sub Total** | | **320** | **32** |
| **Industrial Attachment** | | **240** | **24** |
|  | | **560** | **56** |

The total duration of the course is 560 hours. Inclusive of industrial attachment.

**Entry Requirements**

An individual entering this course should have any of the following minimum requirements:

1. Kenya Certificate of Primary Education (KCPE)

**Or**

1. Equivalent qualifications as determined by relevant regulatory body

**Trainer Qualification**

Qualifications of a trainer for this course include:

1. Possession of at least level 3 in the same field or in related trade area;
2. Be registered by TVETA
3. Be registered by the professional regulatory body, where applicable

**Credit Accumulation, Transfer, and Exemptions**

(The QAIs) Guidelines on credit accumulation, transfer, and exemptions shall apply.

**Industry Training**

An individual enrolled in this course will be required to undergo Industry training for a minimum period of 240 hours in hospitality sector. The industrial training may be taken after completion of all units for those pursuing the full qualification or be distributed equally in each unit for those pursuing part qualifications. In the case of dual training model, industrial training shall be as guided by the dual training policy.

**Assessment for level 3 and 4**

The course shall be assessed formatively and summatively:

1. During formative assessment all performance criteria shall be assessed based on performance criteria weighting.
2. Number of formative assessments shall minimally be equal to the number of elements in a unit of competency
3. Assessment of basic and common competencies shall be integrated in the core units
4. Theoretical assessment shall be integrated in practical assessment and conducted orally in both formative and summative assessments.
5. Theoretical and practical weight shall be 10:90 respectively for each unit of learning.
6. Formative and summative assessments shall be weighted at 60% and 40% respectively in the overall unit of learning score

Assessment performance rating for each unit of competency shall be as follows

|  |  |
| --- | --- |
| **MARKS** | **COMPETENCE RATING** |
| 80 -100 | Attained Mastery |
| 65 – 79 | Proficient |
| 50 – 64 | Competent |
| 49 and below | Not Yet Competent |
| Y | Assessment Malpractice/irregularities |

1. Assessment for Recognition of Prior Learning (RPL) may lead to award of part and/or full qualification.

**Certification**

A candidate will be issued with a Certificate of Competency upon demonstration of competence in a core Unit of Competency. To be issued with the **Kenya National TVET Certificate** in **Food and Beverage Service Level 3** the candidate must demonstrate competence in all the Units of Competency as given in the qualification pack. A Statement of Attainment certificate may be issued upon demonstration of competence in a certifiable element within a unit.

The certificates will be awarded by the Qualification Awarding Institution

# FOOD AND BEVERAGE SERVICE

**UNIT CODE: 1013** 253 **01A**

**UNIT DURATION: 100 Hours**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **Serve Food and Beverage**

**Unit Description**

This unit specifies the competencies required to perform mis -en- scene and mis- en- place duties, carry out food and beverage service.

**Summary of Learning Outcomes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of learning code** | **Unit of learning title** | **Elements** | **Duration in hours** |
| 1013 353 01 A | Serve food and beverage | Perform mis-en-scene | 20 |
| Perform mis-en-place | 30 |
| Carry out food and beverage service | 50 |
|  | **TOTAL** |  | **100** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Perform Mis -en- scene | * 1. Introduction to food and beverage service.      1. Definitions   + Food   + Beverage   + Hospitality   + Service   + Food and beverage service     1. Importance of food and beverage service     2. Food and beverage sectors.   + Welfare   + Commercial   1. Staff organization   + Organization structure   + Small organization   + Large organization   + Duties and responsibilities of service personnel.   1. Safety rules in the workshop   2. PPEs in service.   + Black leather low-heeled shoes   + Black trouser/skirt   + Bowtie   + Half coat   + Waiter’s cloth   1. Hygiene rules in the workshop      1. Personal hygiene   + Neat hair   + Short nails   + Clean uniform     1. Environmental hygiene   + Cleaning the restaurant   + Cleaning work surfaces   1. Conservation of resources   + Fuel   + Water   + Energy   + Food commodities   1. Mis en scene task   + Lighting the room   + High dusting   + Low dusting   + Wiping surfaces   + Cleaning windows and doors   + Cleaning furniture   + Cleaning floor   1. Cleaning materials and equipment   + Detergents   + Mops   + Mop bucket   + Cob web remover   + Dust pan   + Sanitizers   + Cleaning cloth   + Wipes   + Bin   + Broom   + Brush   1. Cleaning procedures   + Dusting   + Sweeping   + Mopping   + Vacuum cleaning   + Scrubbing   1. Floor types and finishes.   + Terrazzo   + Wooden   + Tiled   + Linoleum   + Thermoplastic   + Carpeted  1. Furniture, fittings and furnishing    * 1. Types of furniture    * Tables    * Chairs    * Buffet table    * Sideboards  * Consideration in stocking sideboard * Items stocked in a sideboard   + 1. Fittings   + Lighting   + Wall hangings   + Artwork     1. Furnishing   + Carpets   + Curtains     1. Factors to consider when planning dinning arrangements     2. Dinning arrangements   + Loose-module   + Loose random   + Booth   + High density   + Module   + In situ   + Bar and lounge areas | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Perform mis -en- place duties | * 1. Food and beverage service equipment and materials      1. Tableware * Flatware * Cutlery * Hollowware * Storage and maintenance tableware.   + 1. Special service equipment. * Teapots * Table number * Flower vase * Ashtray * Ice-cream coups * Butter knife * Cheese knife * Sugar tong * Cob holder * Nut cracker * Grape scissors * Sundae spoon * Fruit knife and fork * Carving board * Chaffing dishes * Sauce ladle * Service gears   + 1. Crockery * Types of crockery * Porcelain * Hotel earthen ware * Bone china * Stoneware * Storage and maintenance of crockery.   + 1. Glassware * Types of glassware * Storage and maintenance glassware.   + 1. Disposables * Types of disposables * Storage and cooking purpose * Decorations * Hygiene disposables * Packaging disposables * Service for food and beverage * Advantages of disposables * Disadvantages of disposables.   + 1. Trolley * Types of trolley and uses. * Salad trolley * Cheese trolley * Liqueur trolley * Wine trolley * Hors-d’eouvre trolley * Fruit trolley * Care and maintenance trolley.   + 1. Automatic vending machines- * Types of vending machines * Snack vending machine * Hot non-beverage vending machine * Cold non-alcoholic vending machine * Alcoholic vending machine * Advantages vending machine * Disadvantages. vending machine   + 1. Factors to consider while purchasing food and beverage service equipment.   1. Food and beverage service area and ancillary department * Hotplate * Stillroom * Wash up * Spare linen store * Dispense bar * Silver room   1. Polishing equipments * Glassware * Tableware’s * Crockery   1. Stocking sideboard * Items stocked in a sideboard * Considerable points in stocking sideboard.   1. Linen      1. Types of linen * Waiters cloth * Tablecloth * Napkin * Buffet cloth * Glass cloth * Tea cloth * Slip cloth * Skirting cloth * Sideboard liner * Tray cloth.   + 1. Uses of linen     2. Storage and maintenance of linen.     3. Laying tablecloth * Square table * Round table * Rectangular table   + 1. Napkin folds and application. * Bishop mitre * Cone * Candle * Fan * Cockscomb * Triple wave * Buffet * Rose   + 1. Skirting of tables * Box pleats * Knife pleats * Inverted pleats * Accordion pleats * Sunray pleats * Single pleats * Spiral pleats   1. Table accompaniments * Cruet set * Flower vase * Table number * Menu card * Condiment holder * Toothpick holder. * Beverage list.   1. Menu knowledge      1. Menu * Types of menus * A’ la carte menu * Table dhote menu * Other types of menus * Function menu * Speciality menu * Cyclic menu * Breakfast menu * Children menu * Dessert menu * Coffee house Menu * Hospital menu * Functions of a menu. * Characteristics of menu card. * Factors to consider when planning menu.   + 1. Menu card/beverage list * Design a menu card and beverage list. * Content and layout of a menu card and beverage list.   1. Covers      1. Types of covers * A’ la carte cover * Table d’ hotel cover * Standard cover   + 1. Food accompaniments and covers     2. Condiments * Ketchup * Mustard * Hot sauce * Mayonnaise * Soy sauce | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Carry out food and beverage service | * 1. Food and beverage service      1. Food and beverage service sequence * Confirm bookings and reservations. * Welcoming and seating dinners * Unfolding napkins. * Menu and beverage list presentation * Taking food and beverage orders. * Service of food and beverages * Clearing during service. * Billing * Dish washing * Clearing following service   + 1. Methods of service * Table service * Plate service * Silver service * Family service * French service * Assisted service * Buffet service * Carvery service * Self –service * Cafeteria * Types of cafeterias * Counter * Flee-flow cafeteria * Echelon * Carousel * Supermarkets * Single point service. * Automatic vending machine * Drive-thru. * Take-away * Fast food * Food court * Kiosks   + 1. Service of different types of beverages * Alcoholic beverages * Non-alcoholic beverages * Hot drinks * Cold drinks   + 1. Orders taking methods * Duplicate * Triplicate * Pre-ordered * Service with order   + 1. Special food checks * Suivant * Retour/en-place * Supplement * Accident   + 1. Interpersonal skills * Dealing with customer complains * Dealing with children * Dealing with impaired vision/blind, deaf, * Dealing with person with communication difficulties * Dealing with limited mobility * Dealing with an ill customer * Dealing with spillages * Dealing with lost items * Dealing with suspicious items   + 1. Billing methods * Separate bill * Bill with order * Pre-paid. * Voucher. * Bill as check. * No charge. * Deferred account.   + 1. Methods of payments * Cash, * Card, * Cheque, * Voucher   + 1. Guest feedback * Customer meal experience. * Details on guest feedback form * Quality of food and beverage * Level of service * Time management * Comfort and amenities * Value for money * Dining experience * Cleanliness * Ambience * Overall experience * Areas of improvement. * Illustration of a guest feedback form.   + 1. Post food and beverage service duties * Final clearance * Stripping of tables * Cleaning the restaurant * Return food items to the store * Stripping sideboard * Return equipment in the store * Re-clothing of tables * Re- laying of restaurant. * Waste disposal * Solid waste * Liquid waste * Bio-degradable * Non-degradable | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |

**Suggested Methods of delivery**

* Demonstration
* Practical
* Direct instruction
* Group discussions
* Projects

**Recommended Resources for 25 Trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NO.** | **ITEM** | **Description /Specifications** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Theory room | Spacious | 1 | 1:25 |
| 2. | Laptop | Functional | 2 | 2:13 |
| 3 | Stable and reliable Internet  at least 200mps | Reliable and stable |  |  |
| 4 | Projector | Functional | 1 | 1:25 |
| 5. | Flash cards | Functional | 5 assorted colour | 1:5 |
| 6 | White board | Functional | 1 | 1:25 |
| 7. | Flip charts | Quality | 1. Rolls | 1:5 |
| 8. | White board markers | Quality | 5 Assorted colour | 1:5 |
| 9. | Stationery | Quality Printing paper, manilla papers, pens, tapes, rulers, stickers, toner and ink cartridges |  |  |
| 10. | A fully equipped operational restaurant, conference rooms, guest rooms and a bar area. | Functional and fully equipped |  |  |
| 11. | A fully equipped operational restaurant, conference rooms and guest rooms | Functional and fully equipped |  |  |

**Equipment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NO.** | **ITEM** | **Description /Specification** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Flatware | Good quality | 100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon) | 1:4 |
|  | Crockeries | Good quality | 100 each **(**Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups) | 1:4 |
|  | Cutlery | Stainless steel  Assorted size | 1. each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks) | 1:4 |
|  | Hollowware | Correct size  Assorted size | 25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups) | 1:4 |
|  | Trays | Good quality | 25 | 1:1 |
|  | Salvers | Flat tray | 25 | 1:1 |
|  | Water glasses | Correct size | 100 | 1:4 |
|  | Water jugs | Correct size | 25 | 1:1 |
|  | Table accompaniments | Assorted size | 25 Cruet set, table number, toothpick holder, ashtray, condiment holder,) | 1:1 |
|  | Commercial hotplates | Qualiry | 2 | 1:13 |

**Furniture**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Square tables | 15 | 1:2 |
| 2. | Buffet tables | 6 | 1:4 |
| 3. | Sideboards | 15 | 1:2 |
| 4. | Service trolley | 4 | 1:6 |
| 5. | Cheese trolley | 4 | 1:6 |
| 6. | Wine trolley | 4 | 1:6 |
| 7. | Liqueur trolley | 4 | 1:6 |

**Cleaning materials**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Detergent | 400 litres | 1:15 |
|  | Bar soap | 25 bars | 1:1 |
|  | Scouring pads | 12 | 1:2 |
|  | Steel wool | 5 | 1:5 |
|  | Window cleaner | 5 | 1:5 |
|  | Yellow dusters | 5 | 1:5 |
|  | Sanitizers | 5 | 1:5 |
|  | Wipes | 5 | 1:5 |
|  | Cleaning cloths | 5 | 1:5 |

**Cleaning equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Cobweb removers | 5 | 1:5 |
|  | Soft brush | 5 | 1:5 |
|  | Dustpan & brush | 5 | 1:5 |
|  | Mops | 5 | 1:5 |
|  | Mop buckets | 5 | 1:5 |
|  | Hard brushes | 5 | 1:5 |
|  | Squeezers | 5 | 1:5 |
|  | Large dustbins | 5 | 1:5 |

**Linen**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Table clothes | 25 | 1:1 |
| 2. | Slip clothes | 25 | 1:1 |
| 3. | Molton | 4 | 1:6 |
| 4. | Napkins | 100 | 1:4 |
| 5. | Skiting clothes | 5 | 1:5 |
| 6. | Waiters’ clothes | 25 | 1:1 |
| 7. | Glass clothes | 25 | 1:1 |
| 8. | Side board liners | 25 | 1:1 |
| 9. | Tray cloths | 25 | 1:1 |
| 10. | Tea clothes | 25 | 1:1 |

**Safety equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Assorted Fire extinguishers | 5 | 1:5 |
| 2. | Fire blankets | 2 | 1:13 |
| 3. | Complete first aid kits | 2 | 1:13 |

**Ict Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Item** | **Quantity** | **Recommended** |
|  | Desktops | 3 | 1: 9 |
|  | Laptops | 3 | 1:9 |
|  | Smartphones | 4 | 1:7 |
|  | Tablets | 4 | 1:7 |
|  | Smartwatches | 6 | 1:5 |
|  | Wall Clocks | 2 | 1:13 |

# FOOD AND BEVERAGE SERVICE TECHNIQUES

**UNIT CODE: 1013 253 02 A**

**UNIT DURATION: 100** Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **Perform Food and Beverage Service Techniques**

**Unit Description**

This unit specifies the competencies required to perform food and beverage technical skills, carry out specialized service and carry out breakfast service and afternoon tea.

**Summary of Learning Outcomes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of learning code** | **Unit of learning title** | **Elements** | **Duration in hours** |
| 1013 353 02 A | Food and beverage service techniques | Perform food and beverage technical skills | 30 |
| Carry out specialized service | 40 |
| Carry out breakfast service and afternoon tea | 30 |
|  | **TOTAL** |  | **100** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Perform food and beverage technical skills | * 1. Service equipment and materials * Flatware * Cutleries * Hollowware * Glassware * Specialized service equipment * Furniture * Tables * Chairs * Trolleys * Side board * Sideboards board layout * Factors affecting stocking of a sideboard * Linens   1. Service equipment cleaning and polishing * Importance of cleaning and polishing * Cleaning and polishing service equipment   1. Food and Beverage Service technical skills * Introduction to technical skills * Importance of technical skills * Spoon and fork manipulation * Plate Carrying techniques * Using a silver salver * Use of a service plate * Glass Carrying techniques * Using large trays * Table skirting * Napkin folds * Table setting | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Carry out specialized service | * 1. Introduction to specialized service      1. Specialized forms of service * Floor/room service * Lounge service * Hospital/tray service * Home delivery * Airline tray service * Rail service * Gueridon service   1. Conservation of resources * Fuel * Water * Energy * Food commodities   1. Taking orders in specialized service      1. Room service order taking   + Telephone.   + Email.   + Door hanger     1. Details filled in an order pad   + Name   + Room number   + Food and beverage order   + Time   1. specialized service equipment and materials.; Identify * Special service equipment. * Tableware * Furniture * Crockery * Glassware * Linen * Disposables   1. Preparation for specialized service * Polishing equipment * Arranging trolley/tray   1. Billing and handling payments * Deferred account * Cheque   1. Guest feedback * Customer meal experience. * Details on guest feedback form   + Quality of food and beverage   + Level of service   + Time management   + Comfort and amenities   + Value for money   + Dining experience   + Cleanliness   + Ambience   + Overall experience   + Areas of improvement. * Illustration of a guest feedback form.   1. Post food and beverage service * Final clearing of guest rooms | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Carry out breakfast service and afternoon tea | * 1. Introduction to breakfast service      1. Types of breakfast * Full breakfast * Continental breakfast   + 1. Importance of breakfast service     2. Components of breakfast     3. Breakfast menus     4. Breakfast covers   1. Introduction to afternoon tea      1. Types of afternoon tea * Full afternoon tea * High tea * Reception/ buffet tea   + 1. Importance of afternoon tea     2. Components of afternoon tea     3. Afternoon tea menus     4. Afternoon tea covers | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |

**Suggested Methods of delivery**

* Demonstration
* Practical
* Direct instruction
* Group discussions
* Projects

**Recommended Resources for 25 Trainees**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NO.** | **ITEM** | **Description /Specifications** | **QUANTITY** | | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Theory room | Spacious | 1 | | 1:25 |
| 2. | Laptop | Functional | 2 | | 2:13 |
| 3 | Stable and reliable internet | Reliable |  | |  |
| 4 | Projector | Functional |  | 1 | 1:25 |
| 5. | Flash cards | Quality |  | 5 assorted colour | 1:5 |
| 6 | White board | Quality |  | 1 | 1:25 |
| 7. | Flip charts |  | | 1. Rolls | 1:5 |
| 8. | White board | Spacious | | 5 Assorted colour | 1:5 |
| 9. | Stationery | Quality | | Printing paper, manilla papers, pens, tapes, rulers, stickers, toner and ink cartridges | |
| 10. | Conference room | A fully equipped operational restaurant, conference rooms, guest rooms and a bar area. | | |  |
| 11. | Restaurant / Bar | A fully equipped operational restaurant, conference rooms and guest rooms | | |  |

**Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Flatware | 100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon) | 1:4 |
|  | Crockeries | 100 each **(**Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups) | 1:4 |
|  | Cutlery | 1. each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks) | 1:4 |
|  | Hollowware | 25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups) | 1:4 |
|  | Trays | 25 | 1:1 |
|  | Salvers | 25 | 1:1 |
|  | Water glasses | 100 | 1:4 |
|  | Water jugs | 25 | 1:1 |
|  | Table accompaniments | 25 Cruet set, table number, toothpick holder, ashtray, condiment holder,) | 1:1 |
|  | Commercial hotplates | 2 | 1:13 |

**Furniture**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Square tables | 15 | 1:2 |
| 2. | Buffet tables | 6 | 1:4 |
| 3. | Sideboards | 15 | 1:2 |
| 4. | Service trolley | 4 | 1:6 |
| 5. | Cheese trolley | 4 | 1:6 |
| 6. | Wine trolley | 4 | 1:6 |
| 7. | Liqueur trolley | 4 | 1:6 |

**Cleaning materials**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Detergent | 400 litres | 1:15 |
|  | Bar soap | 25 bars | 1:1 |
|  | Scouring pads | 12 | 1:2 |
|  | Steel wool | 5 | 1:5 |
|  | Window cleaner | 5 | 1:5 |
|  | Yellow dusters | 5 | 1:5 |
|  | Sanitizers | 5 | 1:5 |
|  | Wipes | 5 | 1:5 |
|  | Cleaning cloths | 5 | 1:5 |

**Cleaning equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Cobweb removers | 5 | 1:5 |
|  | Soft brush | 5 | 1:5 |
|  | Dustpan & brush | 5 | 1:5 |
|  | Mops | 5 | 1:5 |
|  | Mop buckets | 5 | 1:5 |
|  | Hard brushes | 5 | 1:5 |
|  | Squeezers | 5 | 1:5 |
|  | Large dustbins | 5 | 1:5 |

**Linen**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Table clothes | 25 | 1:1 |
| 2. | Slip clothes | 25 | 1:1 |
| 3. | Molton | 4 | 1:6 |
| 4. | Napkins | 100 | 1:4 |
| 5. | Skiting clothes | 5 | 1:5 |
| 6. | Waiters’ clothes | 25 | 1:1 |
| 7. | Glass clothes | 25 | 1:1 |
| 8. | Side board liners | 25 | 1:1 |
| 9. | Tray cloths | 25 | 1:1 |
| 10. | Tea clothes | 25 | 1:1 |

**Safety equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Assorted Fire extinguishers | 5 | 1:5 |
| 2. | Fire blankets | 2 | 1:13 |
| 3. | Complete first aid kits | 2 | 1:13 |

**Ict Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Item** | **Quantity** | **Recommended** |
|  | Desktops | 3 | 1: 9 |
|  | Laptops | 3 | 1:9 |
|  | Smartphones | 4 | 1:7 |
|  | Tablets | 4 | 1:7 |
|  | Smartwatches | 6 | 1:5 |
|  | Wall Clocks | 2 | 1:13 |

# MOCKTAILS AND COCKTAILS PREPARATION

**UNIT CODE: 1013 253 03A**

**UNIT DURATION: 120 HOURS**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Prepare mocktails and cocktails

**Unit Description**

This unit describes competencies required to prepare mocktails and cocktails. It involves prepare mocktails and cocktails ingredients, prepare mocktails and prepare cocktails.

The unit is applicable in the hospitality industry

**Summary of Learning Outcomes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of learning code** | **Unit of learning title** | **Elements** | **Duration in hours** |
| 1013 353 03 A | Prepare Mocktails and cocktails | Prepare mocktails and cocktail ingredients | 30 |
| Prepare mocktails | 40 |
| Prepare cocktails | 50 |
|  | **TOTAL** |  | **120** |

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Prepare mocktails and cocktails ingredients | * 1. Work organisation      1. Assembling ingredients      2. Assembling equipment.   2. Garnishes /decorations   + Lemon wheels   + Lemon twists   + Orange slices   + Sugar and salt ring   + Jelly crystals   1.3 Waste disposal | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Prepare mocktails | * 1. Work organisation      1. Assembling ingredients      2. Assembling equipment   2. Introduction to mocktails      1. Definition of mocktails      2. Importance of mocktails      3. Rules to observe when preparing mocktails      4. Components of a mocktails   3. Types of mocktails glasses      1. Glasses   + Tom Collins glass   + Cosmopolitan glass   + Martini glass   + Brandy balloon   + Highball   + Paris goblet glass   + Flute   + Champagne saucer.   + Whisky glasses     1. Polishing   1. Mocktails making methods   + Shaking   + Stirring   + Layering   + Building   1. Garnishing mocktails   2. Service of mocktails      1. Mocktails   + Shirley temple   + Virgin mojito   + Virgin colada   1. Post service duties   + Taking closing bar stock   + Cleaning equipment and surfaces   + Drying equipment   + Storing equipment   + Waste disposal | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Prepare cocktails | * 1. Work organization      1. Assembling ingredients      2. Assembling equipment   2. Introduction to cocktails      1. Definition of cocktails      2. Importance of mocktails      3. Rules to observe when preparing cocktails      4. Components of a cocktails   3. Method of making cocktails      + Stirring      + Shaking      + Layering      + Muddling      + Binding      + Blending      + Flaming      + Smoking   4. Categories of cocktails      + Sours      + Fizz      + Old fashion      + Shooter   5. Composition of a cocktail   6. Types of cocktail glasses      1. Glasses   + Tom Collins glass   + Cosmopolitan glass   + Martini glass   + Brandy balloon   + Highball   + Paris goblet glass   + Flute   + Champagne saucer.   + Whisky glasses     1. Polishing   1. Cocktail making methods   + Shaking   + Stirring   + Layering   + Building   1. Garnishing cocktails   2. Service of cocktails      1. Types of cocktails   + Blood Mary   + Screw driver   + Whisky sour   + Pink gin   + Old fashioned   + Pina colada   1. Post service duties   + Taking closing bar stock   + Cleaning equipment and surfaces   + Drying equipment   + Storing equipment   + Waste disposal   3.11 Apply Entrepreneurial Skills   * Sources of personal and business funds * Entrepreneurial roles and characteristics * Salaried employment and self-employment   Regulatory requirements | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |

**Suggested Methods of delivery**

* Demonstration
* Group discussions
* Direct instructions
* Practical
* Project

**Recommended Resources for 25 Trainees**

|  |  |  |
| --- | --- | --- |
| **Item** | **Quantities** | **Recommended Ratio (Item: Trainee)** |
| Laptops | 2 | 1:13 |
| Stable and reliable Internet connection | | all students |
| Projectors | 2 | 1:13 |
| Assorted Flash Cards | 5 | 1:5 |
| Whiteboards | 1 | 1:25 |
| Flip Charts | 5 | 1:5 |
| Assorted colour of whiteboard markers | |  |
| A stimulated bar environment | |  |

**Equipment**

|  |  |  |
| --- | --- | --- |
| **Item** | **Quantities** | **Recommended Ratio (Item: Trainee)** |
| Salver | 12 | 1:3 |
| Boston shaker | 12 | 1:3 |
| Cocktail shaker | 12 | 1:3 |
| Mixing glasses | 12 | 1:3 |
| Assorted glasses | 100 | 4:1 |
| Bar spoons | 12 | 1:3 |
| Cutting board | 12 | 1:3 |
| Refrigerators | 2 | 1:13 |
| Ice maker | 2 | 1:13 |
| Ice bucket & tongs | 5 | 1:5 |
| Wine stands | 5 | 1:5 |
| Wine baskets | 5 | 1:5 |
| Wine buckets | 5 | 1:5 |
| Cock screw opener | 5 | 1:5 |
| Coasters | 15 | 1:2 |
| Bottle opener | 12 | 1:3 |
| Tot measure | 10 | 1:3 |
| Speed pourers | 10 | 1:3 |
| Side plates | 12 | 1:3 |
| Small glass bowls | 12 | 1:3 |
| Knives | 12 | 1:3 |
| Variety of beverages | |  |

**Safety equipment**

|  |  |  |
| --- | --- | --- |
| **Item** | **Quantities** | **Recommended Ratio**  **(Item: Trainee)** |
| Assorted Fire extinguishers | 5 | 1:5 |
| Fire blankets | 5 | 1:5 |
| Well stocked first aid kits | 2 | 1:13 |