

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARD**

**FOR**

**FOOD AND BEVERAGE SERVICE WAITER**

**KNQF LEVEL 3**

**PROGRAMME ISCED CODE:** **1013 253 A**

First published 2025

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**FOREWORD**

Provision of quality education and training is fundamental to the Government’s overall strategy for socio-economic development. Quality education and training contribute to achievement focused on Kenya’s development blueprint and sustainable development goals.

Reforms in the education and training sector are necessary for achievement of Kenya Vision 2030 and meeting the provisions the Constitution of Kenya. The education sector had to be aligned to the Constitution and this resulted in formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 1 of 2019). A key feature of this policy is the change in the design and delivery of TVET training. The reforms include making TVET competency-based, developing the occupational standard in collaboration with industry, certifying learners based on demonstrated competence, and allowing multiple entry and exit points in TVET programmes.

These reforms emphasize the role of industry as key collaborators in occupational standard development to ensure it aligns with their competence needs. It is against this background that this occupational standard has been developed.

It is my conviction that this occupational standard will play a great role towards development of competent human resource for the hospitality sector’s growth and sustainable development.

**PREFACE**

The development of this occupational standard for Food and Beverage Waiter marks a significant milestone in our ongoing efforts to enhance the quality and professionalism of Kenya's hospitality sector. These standards, aligned with the Kenya National Qualifications Framework (KNQF) Level 3, provide a comprehensive framework of the competencies required for Food and Beverage Managers to excel in their profession at a senior management level.

In an era where the hospitality industry plays a crucial role in our economy, particularly in supporting tourism and international business, the need for highly skilled and competent professionals at management level cannot be overstated. This standard has been meticulously crafted to ensure that it reflects current industry practices, technological advancements, and international hospitality management trends.

The NOS covers a wide range of competencies, from strategic planning and financial management to the intricacies of food and beverage operations, quality control, and customer experience management. It is designed to serve as a benchmark for higher education institutions, a guide for employers, and a roadmap for career development for those in or aspiring to waiter positions in food and beverage operations.

We encourage all stakeholders - training providers, employers, and practitioners - to adopt this standard. Its implementation will contribute significantly to raising the bar in service quality, enhancing operational efficiency, and ultimately, strengthening Kenya's position in the global hospitality market.

**ACKNOWLEDGMENT**

This occupational standard 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 occupational standard, significant involvement and support was received from industry and various organizations.

I appreciate National Sector Skills Committee who enabled the development of this occupational standard. I recognize with appreciation the role of the SSC in ensuring that competencies required by the industry are addressed in this occupational standard.

I also thank all stakeholders in the Construction sector for their valuable input and all those who participated in the process of developing this occupational standard.

I am convinced that this occupational standard will go a long way in ensuring that workers in construction sector will acquire competencies that will enable them perform their work more efficiently.

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# ACRONYMS AND ABBREVIATIONS

**CDs** : Compact Disk

**CV** : OCCUPATIONAL STANDARD Vitae

**DVDs**: Digital Video Disc

**DVI**: Digital Visual Interface

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

**HDMI**: Hard -Definition Multimedia Interface

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

**ICT**: Information Communication Technology

**IT**: Information Technology

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

**RAM**: Read Access Memory

**RPL**: Recognition of Prior Learning

**SMS**: Short Message Service

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

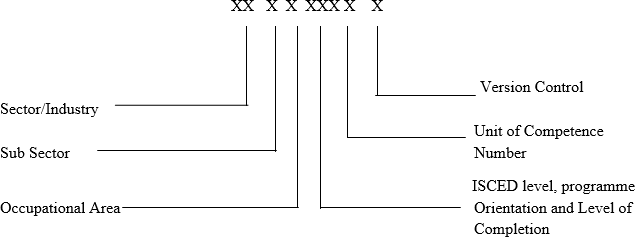
**TVETA** : Technical and Vocational Educational and Training Act

**USB**: Universal Serial Bus

**VGA**: Video Graphics Array

# KEY TO UNIT CODE

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



# OCCUPATIONAL STANDARD OVERVIEW

Food and Beverage Service Waiter Level 3 Occupational Standard consists of competencies that an individual must acquire in order to serve food and beverage, perform bar keeping operations and prepare mocktails and cocktails.

# SUMMARY OF UNITS OF COMPETENCY

|  |  |
| --- | --- |
| **Unit Code** | **Units Title** |
| 1013 353 01A | [Food and beverage service](#_Toc183938273) |
| 1013 353 02 A | Food and Beverage Service Techniques |
| 1013 353 03A | Mocktails And Cocktails |
| 1013 353 04A | Industrial Training |

## 

# SERVE FOOD AND BEVERAGES

**UNIT CODE: 1013 351 01A**

**UNIT DESCRIPTION:**

This unit describes the competencies required to serve food and beverage. It involves performing mise-en-scène, mise-en-place and carrying out food and beverage service and carrying out room service.

The unit is applicable in the hospitality industry

**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. Perform Mis-en-scene | * 1. ***PPEs*** are donned as per service /work procedure.   2. Hygiene and safety measures are observed as per service /work procedure   3. ***Mis-en-scene tasks*** are carried out as per service procedures.   4. Service resources are conserved as per service /work procedure   5. ***Cleaning materials and equipment*** are selected and assembled as per service procedures.   6. Cleaning procedures are carried out as per service /work procedure   7. Floors cleaned as per the ***floor type***   8. Furniture is arranged as per work procedure. |
| 2. Perform mis-en-place | * 1. Service ***equipment and materials*** are collected and assembled as per menu.   2. Service equipment are polished as per service /work procedure.   3. Sideboards are stocked as per service method.   4. ***Linen*** is laid as per service procedures.   5. ***Table accompaniments*** are prepared and set as per service procedures.   6. ***Menu*** is presented as per service procedures.   7. ***Covers*** are set as per the menu. |
| 3.Carry out food and beverage service | * 1. Menu and beverage listare presented and order taken as per service procedure.   2. ***Beverage*** is ordered and served as per service procedure.   3. Food is ordered and served as per ***method of Service.***   4. Clearance is carried out as per service procedures.   5. ***Billing*** is carried out as per service /work procedure.   6. Guest’s feedback is sought and ‘seen off’ as per work procedure.   7. Post food and beverage service tasks are carried out as per work procedure |
| 4. Carry out room service | * 1. Telephone connection is checked as per work procedure.   2. Hygiene and safety measures are observed as per work procedure   3. Service resources are conserved as per work procedure   4. ***Service tools, equipment and materials*** are collected and assembled as per work procedure.   5. Service tools and equipment are polished as per work procedure   6. ***Orders*** are taken as per service /work procedure.   7. Orders are served as per service /work procedure.   8. ***Billing*** is carried out as per service /work procedure.   9. Guest’s feedback is sought as per service /work procedure.   Post room service activities are carried out as per service /work procedure |

**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. ***PPEs*** may include but is not limited to: | * Black leather low-heeled shoes * Black trouser/Skirt * White shirt/blouse * Bowtie * Half coat * Waiter’s cloth |
| 1. ***Mis-en-scene tasks*** may include but not limited to: | * Lighting the room * High dusting * Low dusting * Wiping surfaces * Cleaning windows and doors * Cleaning furniture * Cleaning floor |
| 1. ***Resources*** in service may include but not limited to: | * Fuel * Water * Energy * Food commodities * Time * Big five e.g. lighter, opener, notebook and pen, |
| 1. ***Cleaning materials and equipment*** may include but not limited to: | * Detergent * Mops * Mop buckets * Dust pan * Broom * Sanitizers * Wipes * Cleaning cloths * Cobweb broom |
| 1. ***Floor types*** may include but not limited to: | * Wooden floor * Tiled floor * Terrazzo floor * Floor with floor covering * Concrete floor |
| 1. ***Service equipment*** may   include but not limited to: | * Cutlery * Crockery * Flatware * Hollowware * Glassware |
| 1. ***Table accompaniment*** may include but not   limited to: | * Cruets-salt shakers, pepper shakers * Table numbers * Menu cards * Flower vase * Tooth pick * Condiments |
| 1. ***Menu*** may include but not limited to: | * Ala carte menu * Table d’hôtel menu * Cyclic menu * Children menu |
| 9. ***Covers*** may include but not limited to: | * Standard cover * Ala carte cover * Table d’hôtel cover. |
| 1. ***Beverages*** may include but not limited to: | * Alcoholic * Non-alcoholic * Hot * Cold |
| 1. ***Methods of service*** may include but not limited to: | * Silver service * Plate service * Gueridon service * Buffet service * Cafeteria * Specialized service |
| 1. ***Billing*** may include but not limited to: | * Bill with order * Bill as check * Voucher * Deferred account * No charge * Separate bill * Prepaid |
| 1. ***Order*** may include but not limited to: | * Special check * Duplicate * Triplicate |
| 1. ***Linens*** may include but not limited to: | * Table cloth * Slip cloths * Naperon * Molton * Table napkins * Skirting cloth * Glass cloth * Tray cloth/ Waiter’s cloth |
| 1. ***Waste*** may include but not limited to: | * Liquid * Solid * Bio degradable * Non bio degradable |

**REQUIRED KNOWLEDGE AND SKILLS**

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Food and beverage matching
* Safety
* Menu knowledge
* Service Equipment
* Hygiene and sanitation
* Sales and promotion knowledge
* Food science and nutrition

**Required Skills**

The individual needs to apply the following skills:

* Time Management skills
* Service technical Skills
* Communication skills
* Interpersonal skills
* Sales techniques

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Donned PPE’s as per work procedure.   2. Hygiene and safety measures are observed as per work procedure   3. Conserved ***resources*** as per work procedure   4. Selected cleaning materials and equipment as per work procedure   5. Carried out mis en scene as per work procedure   6. Carried out mis en place as per work procedure   7. Demonstrated service techniques as per the service   8. Prepared job requirement documentations based on job opportunity.   9. Carried out beverage service as per service procedure   10. Carried out room service as per work procedure   11. Carried out food and beverage service as per event   12. Performed post service task as per work procedure |
| Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| Methods of assessment | Competency in this unit may be assessed through:   * 1. Practical   2. Written test   3. Portfolio of evidence   4. Oral test.   5. Projects |
| Context of assessment | 4.1. This competency may be assessed in a training institutional, workplace or a simulated workplace. |
| Guidance information for  assessment | 5.1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# PERFORM FOOD AND BEVERAGE SERVICE TECHNIQUES

**UNIT CODE:** 1013 **551** 02A

**UNIT DESCRIPTION:**

This unit describes competencies required to perform food and beverage service techniques. It involves performing food and beverage service technical skills, carry out specialized service, carry out breakfast service and afternoon tea.

The unit is applicable in the hospitality industry

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key  Out comes 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. Perform food and beverage technical skills | * 1. ***Service equipment*** and materialsare collected and assembled as per ***food and beverage service technical skills.***   2. Service equipment are polished as per service /work procedure.   3. Sideboards are stocked as per food and beverage service technical skill   4. Service spoon and fork and other service equipment are held as per the food and beverage technical skill.   5. ***Plates*** are carried as per the food and beverage service technical skill   6. Plates are cleared as per the food and beverage service technical skill   7. Silver salver is carried as per the service method   8. Service plate is used as per the service task   9. ***Glasses*** are carried as per the service method   10. Large trays are carried and used as per the service technique. |
| 1. Carry out specialized service | * 1. Hygiene and safety measures in ***specialized service*** are observed as per work procedure   2. Service resources are conserved as per work procedure   3. Service tools, equipment and materialsare collected and assembled as per work procedure.   4. Service tools and equipment are polished as per work procedure   5. Food and drink orders are taken as per service /work procedure.   6. Orders are served as per service /work procedure.   7. Billing is carried out as per service /work procedure.   8. Guest’s feedback is sought as per service /work procedure.   9. Post service activities are carried out as per service /work procedure |
| 1. Carry out breakfast service and afternoon tea | * 1. ***Breakfast*** and ***afternoon tea*** set up is done as per the work procedure.   2. Guest are received and seated as per work place procedure.   3. ***Breakfast and afternoon tea menu*** are presented and order taken as per service procedure.   4. Breakfast and afternoon tea is served as per method of Service.   5. Clearance is carried out as per service procedures.   6. Billing is carried out as per service /work procedure.   7. Guest’s feedback is sought and ‘seen off’ as per work procedure.   8. Post food and beverage service tasks are carried out as per work procedure |

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. ***Service equipment and materials may*** include but is not limited to: | * Cutlery * Crockery * Flatware * Hollowware * Glassware |
| 1. ***Food and beverage service technical skills.*** may include but not limited to: | * Holding a service spoon and fork * Using a service plate * Carrying trays * Carrying plates * Using a service salver * Carrying glasses * Napkin folds * Table skirting * Table setting |
| 1. ***Plates*** may include but not limited to: | * Service plate |
| 1. ***Glasses*** may include but not limited to: | * Wine glasses * Water glasses * Juice glasses * Cocktail glasses * Beer glasses |
| 1. ***Specialized service*** may include but not limited to: | * Floor/room service * Lounge service * Hospital/tray service * Home delivery * Airline tray service * Rail service * Gueridon service |
| 1. ***Breakfast*** may include but not limited to: | * Full breakfast * Continental breakfast |
| 1. ***Afternoon tea*** may include but not limited to: | * Full afternoon tea * High tea * Reception/ buffet tea |
| 1. ***Breakfast menu*** may include but not limited to: | * Classic American breakfast menu * Continental breakfast menu * English breakfast menu * Brunch menu * Buffet breakfast menu |
| 1. ***Afternoon tea menu*** may include but   not limited to: | * Royal afternoon tea menu * Themed afternoon tea menu * Cocktail tea menu |

**REQUIRED KNOWLEDGE AND SKILLS**

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Food and beverage matching
* Safety
* Menu knowledge
* Service Equipment
* Hygiene and sanitation
* Sales and promotion knowledge
* Food science and nutrition

**Required Skills**

The individual needs to apply the following skills:

* Time Management skills
* Service technical Skills
* Communication skills
* Interpersonal skills
* Sales techniques

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Collected and assembled service equipment and materials are as per food and beverage service technical skills.   2. Polished service equipment as per service /work procedure.   3. Stocked sideboards as per food and beverage service technical skill   4. Held service spoon and fork and other service equipment as per the food and beverage technical skill.   5. Carried plates as per the food and beverage service technical skill   6. Cleared plates as per the food and beverage service technical skill   7. Carried silver salver as per the service method   8. Used service plate as per the service task   9. Carried glasses as per the service method   10. Carried large trays and used as per the service technique.   11. Observed hygiene and safety measures in specialized service as per work procedure   12. Conserved service resources as per work procedure   13. Took food and drink orders as per service /work procedure.   14. Served food and drink orders as per service /work procedure.   15. Set up breakfast and afternoon tea as per the work procedure.   16. Received and seated guest as per work place procedure.   17. Presented breakfast and afternoon tea menu order as per service procedure.   18. Served breakfast and afternoon tea as per method of service.   19. Carried out clearance is as per service procedures.   20. Carried out billing out as per service /work procedure.   21. Sought guest’s feedback as per service /work procedure.   22. Carried out post service activities as per service /work procedure |
| Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| Methods of assessment | Competency in this unit may be assessed through:   * 1. Practical   2. Written test   3. Portfolio of evidence   4. Oral test.   5. Projects |
| Context of assessment | 4.1. This competency may be assessed in a training institutional, workplace or a simulated workplace. |
| Guidance information for  assessment | 5.1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# PREPARE MOCKTAILS AND COCKTAILS

**UNIT CODE: 1013 551 03A**

**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

**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* |
| --- | --- |
| Prepare mocktails and cocktails ingredients | * 1. Ingredients are assembled as per work requirement.   2. Equipment is assembled as per work requirement.   3. Mocktails and cocktails ingredientsprepared as per recipe.   4. *Garnishes* are prepared as per work requirement   5. Bar waste is disposed as per work place policy |
| Prepare mocktails | 1. Ingredients are selected are per mocktails recipes 2. Equipment is assembled are per work requirement. 3. *Mocktails glasses* are polished as per work requirement. 4. *Mocktails making methods* are identified as per work procedures. 5. Ingredients are mixed as per mocktails recipes 6. *Mocktails* are garnished as per recipes 7. Mocktails are served as per work procedures 8. Post service duties carried out as per work procedures. |
| Prepare cocktails | 1. Ingredients are selected are per cocktails recipe. 2. Equipment is assembled are per work requirement.   3.3 Cocktail glasses are polished as per work requirement.  *3.4 Cocktail making methods* are identified as per work procedure.  *3.5 Cocktails* are mixed as per recipe.  3.6 Cocktails are garnished as per recipe.  3.7 Cocktails are served as per work procedure.  *3.8 Post service duties* carried out as per work 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. ***Garnishes*** may include but not limited to: | * Lemon wheels * Lemon twists * Orange slices * Sugar and sugar ring * Jelly crystals |
| * + - 1. ***Mocktail making methods*** may include but not limited to: | * Shaking * Stirring * Layering * Building |
| * + - 1. ***Mocktails*** may include but not limited to: | * Shirley temple * Virgin mojito * Virgin colada |
| * + - 1. ***Cocktails*** may include but not limited to: | 1. Blood Mary 2. Screw driver 3. Whisky sour  * Pink gin * Old fashioned * Pinacolada |
| * + - 1. ***Mocktails and Cocktails glasses*** may include but not limited to: | 1. Tom Collins glass 2. Cosmopolitan glass 3. Martini glass 4. Brandy balloon 5. Highball 6. Paris goblet glass 7. Flute 8. Champagne saucer. 9. Whisky glasses |
| * + - 1. ***Post service duties*** may include but not limited to: | * Taking closing bar stock * Cleaning equipment and surfaces * Drying equipment * Storing equipment * Waste disposal |
| * + - 1. ***Characteristics of Entrepreneurs*** may include but not limited to: | * Creative * Innovative * Planner * Risk taker * Networker * Confident * Flexible * Persistent * Patient * Independent * Future oriented * Goal oriented |
| * + - 1. ***Requirements for entry into self-employmen***t may include but not limited to | * Technical skills * Management skills * Entrepreneurial skills * Resources * Infrastructure |

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Understanding of alcoholic and non -alcoholic beverages
* Knowledge of mixers and modifiers
* Cocktails types and categories
* Basic business and customer service skills
* Basic mixology theory
* Industry knowledge and trends
* Responsible alcohol service
* Flavor profiling and balancing
* Glassware and presentation
* Mixology techniques
* Food storage and preservation

**Required skills**

The individual needs to demonstrate the following skills:

* Creativity and innovation
* Analytical skills.
* Critical thinking.
* Problem solving skills
* Preparing reports.
* Storekeeping.
* Digital skills.
* Knowledge of ingredients
* Presentation and garnishing
* Attention to detail
* Customer service
* Speed and efficiency
* Technique and tools
* Customer care

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Assembled ingredients as per work requirement. 2. Assembled equipment as per work requirement. 3. Prepared mocktails and cocktails ingredients as per recipe. 4. Prepared garnishes as per work requirement. 5. Disposed bar waste as per work place policy. 6. Selected ingredients as per mocktails recipes. 7. Polished mocktails and cocktail glasses as per work requirement. 8. Identified mocktails and cocktail making methods as per work procedures. 9. Mixed mocktails and cocktails ingredients as per recipes 10. Garnished mocktails and cocktails as per recipes 11. Carried out post service duties as per work procedures. 12. Entrepreneurial aspects applied as per work procedure |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical 2. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| 1. Context of assessment | This competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |