

**REPUBLIC OF KENYA**

**COMPETENCY-BASED MODULAR CURRICULUM**

**FOR**

**FOOD AND BEVERAGE SERVICE**

**KNQF LEVEL 4**

**PROGRAMME ISCED CODE 1013 353 A**

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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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# ABBREVIATIONS AND ACRONYMS

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

**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 3 5 3 A**

# COURSE OVERVIEW

**Food and Beverage Service Level 4** curriculum consists of competencies that an individual must achieve to perform food and beverage service. Food and Beverage Service level 4 qualification includes the following units of competency, food and beverage service, food and beverage service techniques, prepare mock tails and cocktails, perform bar keeping operations and execute banquets and events operations.

**Summary of units of learning**

|  |  |  |  |
| --- | --- | --- | --- |
| **Units of Learning Code** | **Units of Learning Title** | **Duration in Hours** | **Credit Factor** |
| **MODULE 1** | | | |
| 1013 353 03A | [Food and Beverage Service](#_Toc183938273) | 100 | 10 |
| 1013 353 04 A | Food and Beverage Service Techniques | 100 | 10 |
| 1013 353 05A | Prepare Mock tails and Cocktails | 120 | 12 |
| **Sub Total** | | **320** | **32** |
| **MODULE 2** | | | |
| **Units of Learning Code** | **Units of Learning Title** | **Duration in Hours** | **Credit Factor** |
| 1013 353 06 A | Perform Bar Keeping Operations | 150 | 20 |
| 1013 353 07 A | Execute Banquets and Events | 180 | 18 |
| **Sub Total** | | **380** | **38** |
| **Industrial Attachment** | | **320** | **32** |
| **Grand Total** | | **1020** | **102** |

**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 TVETA

**Trainer Qualification**

Qualifications of a trainer for this course include:

1. Possession of at least Food and Beverage Operations Level 5 in the same field or in related trade area;
2. License by TVETA.

**Industry Training**

An individual enrolled in this course will be required to undergo Industry training for a minimum period of 320 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**

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
7. 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 4 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

**MODULE I**

# FOOD AND BEVERAGE SERVICE

**UNIT CODE: 1013 353 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 | Food and beverage service | 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 the 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 / Specification** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Theory room | Spacious rooms | 1 | 1:25 |
| 2. | Laptop | Quality and functional | 2 | 2:13 |
| 3 | Stable and reliable Internet at least 200mps | Reliable and stable |  |  |
| 4 | Projector | Functional | 1 | 1:25 |
| 5. | Flash cards | Quality storage | 5 assorted colour | 1:5 |
| 6 | White board | Good and quality | 1 | 1:25 |
| 7. | Flip charts | Correct size | 1. Rolls | 1:5 |
| 8. | White board markers | Correct size | 5 Assorted colour | 1:5 |
| 9. | Stationery | papers, pens, tapes, rulers, stickers, toner and ink cartridges  Printing paper, manilla | Enough |  |
| 10. | Restaurant room | A fully equipped operational restaurant, conference rooms, guest rooms and a bar area | 3 | 1:25 |
| 11. | Conference room | A fully equipped operational restaurant, conference rooms and guest rooms | 3 | 1:25 |

**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 |

# FOOD AND BEVERAGE SERVICE TECHNIQUES

**UNIT CODE**: **1013 353 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, 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   3.1.1 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 * Room service order taking * Telephone. * Email. * Door hanger * 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 | 4.1 Introduction to breakfast service  4.1.1 Types of breakfast   * Full breakfast * Continental breakfast   4.1.2 Importance of breakfast service  4.1.3 Components of breakfast  4.1.3 Breakfast menus  4.1.4 Breakfast covers  4.2 Introduction to afternoon tea  4.2.1 Types of afternoon tea   * Full afternoon tea * High tea * Reception/ buffet tea   4.2.2 Importance of afternoon tea  4.2.3 Components of afternoon tea  4.2.3 Afternoon tea menus  4..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** | **QUANTITY** | | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Theory room | 1 | | 1:25 |
| 2. | Laptop | 2 | | 2:13 |
| 3 | Stable and reliable Internet at leatst 200mps | | |  |
| 4 | Projector | | 1 | 1:25 |
| 5. | Flash cards | | 5 assorted colour | 1:5 |
| 6 | White board | | 1 | 1:25 |
| 7. | Flip charts | | 1. Rolls | 1:5 |
| 8. | White board markers | | 5 Assorted colour | 1:5 |
| 9. | Stationery | | 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. | | |  |
| 11. | 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

**UNIT CODE: 1013 353 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 | Mocktails and cocktails | Prepare mocktails and cocktails 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 | * 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 |

**MODULE II**

# BAR KEEPING OPERATIONS

**UNIT CODE: 1013 353 04A**

**UNIT DURATION: 150** Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Perform bar keeping operations

**Unit Description**

This unit specifies the competencies required to; perform bar opening duties, Prepare and serve non-alcoholic and alcoholic beverages, present cigars and carry out bar closing activities.

**Summary of Learning Outcomes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of learning code** | **Unit of learning title** | **Elements** | **Duration in hours** |
| 1013 353 04 A | Bar keeping operations | Perform bar opening duties. | 30 |
| Prepare and serve non-alcoholic beverages. | 40 |
| Prepare and serve alcoholic beverages. | 50 |
| Present cigars | 10 |
| Carry out bar closing activities | 30 |
|  | **TOTAL** |  | **150** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Perform bar opening duties | * 1. Introduction to bar.      1. Parts of a bar. * Front bar * Back bar * Under bar   + 1. Arrangement of the bar     2. Types of bars * Cash bar * Snack bar * Main bar * Dispense bar * Pool bar   + 1. Bar personnel   Attributes   * Personal Management * Self-Awareness * Self Esteem * Stress Management * Assertiveness * Drug and Substance abuse * Time Management * Bar manager * Head barman * Barman * Glass washer   + 1. Duties and responsibilities of bar personnel.   1. Safety rules in the bar.   2. Hygiene rules in the bar.      1. Personal hygiene * Neat hair * Short nails * Clean uniform   + 1. PPES * Black leather low-heeled shoes * Black trouser/skirt * Bowtie * Half coat * Waiter’s cloth   + 1. Environmental hygiene * Cleaning the bar * Cleaning work surfaces   1. Conservation of resources * Fuel * Water * Energy * Food commodities * Time.   1. Cleaning procedures * Dusting * Sweeping * Mopping * Wiping bar surfaces   1. Bar stock taking (opening stock)      1. Details in the checklist * Number of drinks * Bin number * Opening stock * Received stock * Total stock * Consumption * Price per visit.   + 1. Bar records * Daily consumption sheet * Bin card * Order book * Good returned book * Good inwards book * Cellar ledger * Requisition book * Ullage book * Off-sales book * Transfer book   1. Bar tools and equipment      1. Assorted bar glasses * White wine glass * Red wine glass * Tulip * Champagne saucer * Sherry glass * Beer glass * Tumbler * Cocktail glass * Paris goblet. * Elgin.   + 1. Large equipment * Fridge * Ice makers * Ice cream maker. * Ice bucket.   + 1. Small equipment * Bar spoon * Mixing glasses * Boston shakers, * Wine opener * Wine basket * Wine bucket * Hawthorn strainer * Tot measure. * Strainers. * Tongs. * Funnel. * Decanter * Candle. * Carafe. * Coasters. * Openers. * Mixing glass. * Chopping board and knife   + 1. Factors to consider when purchasing bar equipment.     2. Use, care and maintenance of bar equipment   1. Bar supplies stocking. * Fruits * Vegetables * Herbs * Spices * Condiments. * Sugars. * Straw. * Cocktail sticks * Serviettes * Doilies. * Eggs * Ice cubes * Beverages * Jelly crystals * Food colours. | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Prepare and serve non-alcoholic and alcoholic beverages | * 1. Classification of non-alcoholic beverages      1. Dispense bar beverages * Aerated waters * Natural juices * Squashes * Syrup * Natural spring waters. * Smoothie * Milkshake   + 1. Stillroom beverages * Types of stillroom beverages   + - Tea     - Coffee     1. Wine and drink list * Prepare and design soft drink menu   + 1. Taking beverage orders * Duplicate * Triplicate * Pre-ordered * Service with order   1. Ingredients for preparing non-alcoholic beverages. * Fruits * Vegetables * Herbs * Spices * Condiments. * Sugars. * Straw. * Jelly crystals * Food colours. * Cocktail sticks * Serviettes * Doilies. * Eggs * Ice cubes * Beverages   1. Quality inspection of ingredients for non-alcoholic beverages. * Freshness * Expiration date * Smell and appearance. * Check damaged and leaking seals   1. Prepare of beverages.      1. Preparation of non-alcoholic beverages      2. Methods of preparing non-alcoholic beverages * Stirring * Shaking * Layering * Building   + 1. Procedure for presentation and service of non-alcoholic beverages     2. Preparation of stillroom beverages     3. Procedure for presentation and service of stillroom beverages   1. Final clearance * Cleaning the stillroom. * Clearing working surfaces. * Return food items to the store * Clean, dry and return equipment to the store * Waste disposal * Liquid waste * Solid waste * Bio-degradable * Non-degradable   1. Classification of alcoholic beverages      1. Wines * Vinification process * Quality of wines * Classification of wines-table wines, fortified wines, sparkling wines, aromatised wines * Faults in wines * Service of wines   + 1. Spirits * Types of spirit-rum, vodka, gin, brandy, whisky * Service of spirits   + 1. Aperitifs * Types of aperitifs –vermouths * Service of aperitifs   + 1. Beers * Types of beer-draught, lager * Faults in beer * Service of beer   + 1. Liqueurs * Categories of liqueurs * Types of liqueurs * Service of liqueurs   + 1. Cocktails * Points to note in making cocktails * Types of cocktails * Garnishes * Preparation of cocktails * Presentation and service of cocktails   + 1. Wine and drink list * Prepare and design a wine and drink list   + 1. Taking beverage orders * Duplicate * Triplicate   1. Ingredients for preparing alcoholic beverages. * Fruits * Vegetables * Herbs * Spices * Condiments. * Sugars. * Straw. * Jelly crystals * Food colours. * Cocktail sticks * Serviettes * Doilies. * Eggs * Ice cubes * Beverages   1. Quality inspection of ingredients for alcoholic beverages. * Freshness of ingredients. * Expiration date * Smell and appearance. * Check damaged and leaking seals   1. Billing and payments.      1. Billing methods * Separate bill, * Pre-paid, * Voucher, * Bill as check, * No charge, * Deferred account   + 1. Methods of payments * Cash, * Card, * Cheque, * Voucher   1. Final clearance * Cleaning the bar. * Clearing working surfaces. * Return food items to the store * Clean, dry and return equipment to the store | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Present cigars | * 1. Definition of terms * Cigar * Cigar menu   1. Types of cigars * Corona * Cigarillo * Lonsdale * Churchill   1. Cigar service tools * Cigar cutter * Lighter * Ashtray   1. Presentation and service of cigar   2. Billing and handling payments      1. Billing methods * Separate bill, * Pre-paid, * Voucher, * Bill as check, * No charge, * Deferred account   + 1. Methods of payments * Cash, * Card, * Cheque, * Voucher   1. Clearance * Clearance of ash trays | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Carry out bar closing activities | * 1. Bar closing procedures      1. Bar closing stock * Details in the checklist   + - Number of drinks     - Bin number     - Closing stock     - Received stock     - Inventory usage. * Total stock. * Stock level * Consumption * Waste and spoilage * Restock needed   1. Sales reconciliation * Reconciliation of bills * Sales summary report.   + - Details * Sales mix * Total sales * Payment breakdown   1. Cleaning of bar equipment and tools   2. Cleaning bar surfaces   3. Waste disposal      1. Types of waste * Bio-degradable * Non-degradable | * 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**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | | **Recommended Ratio**  **(Item: Trainee** |
| 1. | Theory room | 1 | | 1:25 |
| 2. | Laptop | 2 | | 2:13 |
| 3 | Stable and reliable Internet atleatst 200mps | | |  |
| 4 | Projector | | 1 | 1:5 |
| 5. | Flash cards | | 5 assorted colour | 1:25 |
| 6 | White board | | 1 | 1:5 |
| 7. | Flip charts | | 1. rolls | 1:5 |
| 8. | White board markers | | 5 Assorted colour | 1:25 |
| 9. | Stationery | | Printing paper, manilla papers ,pens, tapes , rulers, stickers ,toner and ink cartridges | |
| 10. | A fully equipped operational restaurant and a bar | | |  |
| 11. | Assorted beverages | | |  |

**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 | 1:4 |
|  | 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 |
|  | Beer pourers | 10 | 13 |
|  | Side plates | 12 | 1:3 |
|  | Small glass bowls | 12 | 1:3 |
|  | Knives | 12 | 1:3 |

**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 |

**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 |

# BANQUETS AND EVENTS OPERATIONS

**UNIT CODE: 1013 353 05 A**

**UNIT DURATION: 180** **Hours**

**Relationship to occupational standards**

This unit addresses the unit of competency: Perform banquets and events.

**UNIT DESCRIPTION**

This unit describes the competencies required to perform banquet and events. It involves carrying mis en scene, mis en place, executing banquet and event operations, and performing post banqueting tasks.

This 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 05 A | Perform banquets and events | Carry out mis en scene for banquets and events | 30 |
| Carry out mis en place for banquets and events | 50 |
| Perform banquets and events operations | 70 |
| Perform post banqueting tasks | 30 |
|  | **TOTAL** |  | **180** |

Learning outcomes, content and suggested assessment methods

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested Assessment methods** |
| 1.Carry out mis en scene for banquets and events | * 1. Introduction to banqueting * Definition * Banquets * Events * Banquets menu   + 1. Banqueting staff and responsibilities * Banqueting manager * Banqueting sale manager * Banqueting supervisor * Banquet waiter * Bar man * Wine waiter * Causal staff * Porter   1. Types of functions      1. Professional functions * Meetings * Conferences * Exhibitions * Incentives   + 1. Social functions   + Wedding   + Birthdays   + Burials   + Baby Shower   + Anniversaries     1. State functions   + Public holidays   1. Banqueting booking and reservation * Documents used in banquet booking   + Function book   + Contract agreement   + Function sheet   1. PPES for service * Black leather low heeled shoes * Hair nets * Black trousers/ skirts * White Blouse/shirt * Half coat * Bowtie * Hygiene gloves * Waiters’ cloth   1.5 Occupational safety and hygiene practices  1.5.1 Safety rules in events   * Clear marked emergency exits * Fire alarms * Fire extinguishers in place * Crowd management * Security measures * Fire assembly point * Clear instructions on safety displayed   1.6 Hygiene rules for events  1.6.1 Environmental hygiene  1.6.2 Hygiene and sanitation in food and beverage event.  1.6.3 Conservation of resources   * Fuel * Water * Energy * Time * Food commodities   1.6.4 Materials  1.6.5 Cleaning material and equipment   * Detergents * Mops * Mop bucket * Dust pan * Broom * Sanitisers * Wipes * Cleaning cloths * Cob web remover   1.6.6 Cleaning procedures   * High dusting * Low Dusting * Sweeping * Wiping Surfaces * Mopping   1.6.7 Types of floors   * Carpeted * Terrazzo * Tiled * Wooden   1.6.8 Furniture arrangement / Layouts   * U- Shaped * T-Shaped * V-Shaped * Square * E Or Comb shaped   1.6.9 Décor interpretation   * Decorations for different functions   + Wall hanging   + Floral   + Drapery   + Carvings   + Wall paintings   + Lightings | * Practical * Projects * Portfolio of Evidence * Written tests * Oral tests |
| 2. Carry out mis en place banquets and events | * 1. Banquets and events equipment’s      1. Cutlery * Joint knives * Wine knives * Fish knives * Side knives * Fruit knives * Steak knives   + 1. Flatware * Soup spoon * Sweet spoon * Tea spoon * Bar spoon * Coffee spoon * Joint fork   + 1. Crockery * Side plate * Soup plate * Dessert plate * Fish plate * Service plate * Fruit plate   + 1. Hollowware * Serving dishes * Coffee pots * Sugar dish * protein bowls * vegetable dish   + 1. Glassware * Water glasses * Wine glasses * Juice glasses   + 1. Large banquets service equipment * Chaffing dishes * Trolley * Plate warmers * Service trays   1. 7 Linen * Table cloth * skirting’s * Molton * Slip cloth * Buffet cloth * Napkins * Seat covers   + 1. Disposables * Plates * Spoons and forks * Plastic cups * Napkins * Paper cups   1. Polishing of equipment   2. Procedure of polishing cutlery   3. Procedure of polishing glassware   4. Laying the linen * square tables * buffet tables   1. Table accompaniments * Flower vases * Cruets * Table number * Menu cards * toothpick holder   1. Covers * Table d ‘hotel cover * A la carte cover * Standard menu   1. Customer relations   2. Challenges in management of banqueting operations * Preparation of banquet and event service report | * Practical * Projects * Portfolio of Evidence * Written tests * Oral tests |
| 3.Perform banquets and events operations | * 1. Banquet service procedure * Welcoming the guests * Seating the guests   1. Food service methods in events * Buffet service * Table service * Silver service * Family service * Specialized service * Plate service * Wave service * Self service * Cafeteria service   1. Banquets beverage service ways * Open or closed bars * Cash bars * Wine service * Host bar * Corkage   1. Clearance procedures   2. Billing methods * Pre-paid * Bill with order | * practical * Projects * Portfolio of Evidence * Written tests * Oral tests |
| 4. Perform post banqueting tasks | * 1. Striping linens and sorting      + Table cloths      + Buffets cloths      + Slip cloths      + Seat covers      + Skirting cloths   2. Cleaning tools, equipment and materials * Drying tools, equipment and materials   1. Storing tools, equipment and materials   2. Cleaning the restaurant /service areas | * practical * Projects * Portfolio of Evidence * Written tests * Oral tests |

**Suggested Methods of Delivery**

* Practical
* Projects
* Demonstrations
* Group discussion
* Direct instructions

**Recommended Resources for 25 trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | | **Recommended Ratio**  **(Item: Trainee** |
| 1. | Theory room | 1 | | 1:25 |
| 2. | Laptop | 2 | | 2:13 |
| 3 | Stable and reliable Internet at least 200mps | | |  |
| 4 | Projector | | 1 | 1:5 |
| 5. | Flash cards | | 5 assorted colour | 1:25 |
| 6 | White board | | 1 | 1:5 |
| 7. | Flip charts | | 1. Rolls | 1:5 |
| 8. | White board markers | | 5 Assorted colour | 1:25 |
| 9. | Stationery | | Printing paper, manilla papers ,pens, tapes , rulers, stickers ,toner and ink cartridges | |
| 10. | A fully equipped operational restaurant, conference rooms and guest rooms | | |  |
| 11. | Assorted food and beverages as per styles of services | | |  |

**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) | 1:1 |
|  | Trays | 25 | 1:1 |
|  | Salvers | 25 | 1:1 |
|  | Water glasses | 100 |  |
|  | 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)** |
| 1. | Cobweb removers | 5 | 1:5 |
| 2. | Soft brush | 5 | 1:5 |
| 3. | Dustpan & brush | 5 | 1:5 |
| 4. | Mops | 5 | 1:5 |
| 5. | Mop buckets | 5 | 1:5 |
| 6. | Hard brushes | 5 | 1:5 |
| 7. | Squeezers | 5 | 1:5 |
| 8. | 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 |
| 11. | Seat cover | 100 | 4:1 |
| 12. | Cocktail table covers | 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 |

**Décor And Decorations Materials**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee** |
| 1. | Carpets | 1 | 1:25 |
| 2. | Drapers | 5 | 1:5 |
| 3. | Lighting |  |  |
| 4. | Florals |  |  |
| 5. | Wall hangings |  |  |