

**Republic Of Kenya**

**Ministry Of Labor and Social Protection**

**State Department for Labor and Skills Development**

**NATIONAL OCCUPATIONAL STANDARD**

**FOR**

**FOOD AND BEVERAGE WAITER**

**LEVEL 4**

**ISCED PROGRAMME CODE:** **1013354A**

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First Edition, 2024

# FOREWORD

The hospitality industry is a cornerstone of Kenya's economy, contributing significantly to our GDP and providing employment opportunities for thousands of Kenyans. As we strive to position Kenya as a premier tourist destination and a hub for international conferences and events, the role of highly skilled professionals in managing world-class food and beverage operations becomes increasingly crucial.

This National Occupational Standard for Food and Beverage Waiter level 4 represent our commitment to excellence in the hospitality sector at operations level. It is a product of extensive collaboration between the government, industry experts, and educational institutions, ensuring that they are both comprehensive and relevant to the current needs of the industry.

By establishing clear benchmarks for the knowledge, skills, and attitudes required of Food and Beverage Waiter, this standard will play a vital role in:

1. Guiding curriculum development in higher education institutions offering hospitality management programs
2. Providing a framework for assessment and certification at an operations level
3. Offering a clear pathway for career progression in the food and beverage operations profession
4. Enhancing the overall quality of service and operational efficiency in Kenya's hospitality establishments

I commend all those who have contributed to the development of this standard. Your expertise and dedication will have a lasting impact on the professionalization of food and beverage waiter in Kenya.

As we move forward, I call upon all stakeholders to embrace this standard and work collaboratively in their implementation. Together, we can elevate the standards of our hospitality industry, create more opportunities for our professionals, and strengthen Kenya's position as a world-class destination for tourism and business.

# PREFACE

The development of this National Occupational Standard (NOS) for Food and Beverage Waiter marks a significant milestone in our ongoing efforts to enhance the quality and professionalism of Kenya's hospitality sector. This standard, aligned with the Kenya National Qualifications Framework (KNQF) Level 4, provides a comprehensive framework of the competencies required for Food and Beverage Waiters to excel in their profession at a operations 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.

# ACKNOWLEDGEMENT

The development of this National Occupational Standard for Food and Beverage Waiter Level 4 has been a collaborative effort, and we extend our sincere gratitude to all who have contributed their time, expertise, and resources to this important initiative.

We would like to specifically acknowledge:

* The senior management professionals from the hospitality industry who provided invaluable insights into current practices and future trends in food and beverage management.
* Representatives from leading hotels, restaurants, and catering companies across Kenya who participated in the consultation process.
* The Technical and Vocational Education Training Authority (TVETA) for their guidance and support throughout the development process.
* The education institutions offering hospitality management programs for their input on aligning the standards with advanced educational curricula.
* The dedicated team at the State Department for Labor and Skills Development who coordinated this project.

Your collective efforts have resulted in a robust standard that will significantly contribute to the professionalization of food and beverage waiter in Kenya at operations level.

We also extend our appreciation to all those who will be involved in the implementation of this standard - educators, assessors, employers, and the Food and Beverage Waiters themselves. Your commitment to excellence will be key to realizing the full potential of this standard.

Thank you all for your dedication to enhancing the quality of Kenya's hospitality industry at the highest levels of management.

# ACRONYMS

**HACCP**s : Hazard Analysis and Critical Control Points

**FIFO :** First in first out

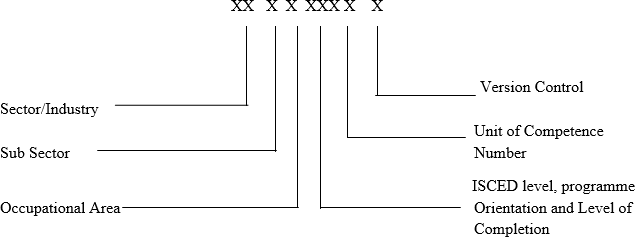
**LIFO** Last in last out

**PPE**  : Personal Protective Equipment

**TVET** Technical Vocational Education and Training

**TVETA** Technical Vocational Education and Training Authority

KEY TO UNIT CODE



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# OCCUPATIONAL STANDARD OVERVIEW

The Food and Beverage Waiter Level 4occupational standard consists of competencies that a person must achieve to work as a Food and Beverage Waiter in the hospitality industry. The competencies include: serve food and beverages, perform food and beverage service techniques, prepare mocktails and cocktails, perform bar operations, and execute banquets and events.

**SUMMARY UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **UNIT CODE** | **UNIT NAME** |
| 1013 551 01A | Food and beverage service |
| 1013 551 02A | Food and beverage service techniques |
| 1013 551 03A | Mocktails and cocktails |
| 1013 551 04A | Bar keeping operations |
| 1013 551 05A | Banquets and events |

**SERVE FOOD AND BEVERAGES**

**UNIT CODE: 1013 551 01A**

**UNIT DESCRIPTION**

This unit describes competencies required to serve food and beverages. It involves performing mise-en-scène, mise-en-place, carrying out food and beverage 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 mise-en-place | * 1. ***Service equipment and materials*** are collected and assembled as per menu.   2. Service equipment is polished as per service /work procedure.   3. Sideboards are stocked as per service method. |
|  | * 1. ***Linen*** is laid as per service procedures.   2. ***Table accompaniments*** are prepared and set as per service procedures.   3. ***Menu*** is presented as per service procedures.   4. ***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.   10. 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. ***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 |
| 1. ***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 * Duplicate |
| 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 |

**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
* Technical service 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.

|  |  |
| --- | --- |
| 1. 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 |
| 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. Projects   3. Written test   4. Portfolio of evidence   5. Oral test. |
| 1. Context of assessment | 1. This competency may be assessed in a training institutional, workplace or a simulated workplace. |
| 1. 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 |

**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. |

**PERFORM BAR KEEPING OPERATIONS**

**UNIT CODE: 1013 551 04A**

**UNIT DESCRIPTION**

This unit describes competencies required to perform bar keeping operations. It involves Carrying out bar-opening operations, service of alcoholic and non-alcoholic beverages, preparation of cocktails and mock tails, cigar service, carrying out bar closing operations.

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. Carry out bar-opening operations. | 1. Food and beverage PPEs are donned as per work requirement. 2. Bar surfaces are cleaned as per cleaning procedure. 3. Bar display and work area are set up as per bar service style. 4. Bar opening stock is taken as per work procedure. 5. *Bar tools and equipment* are selected, assembled and cleaned as per work procedure. 6. Bar tools and equipment are checked as per work procedure. 7. *Bar supplies* areselected and assembled as per work procedure. |
| 1. Serve alcoholic and non-alcoholic beverages | 1. Guests are welcomed as per service procedure 2. *Beverage list* is presented as per the service procedure. 3. Beverage order is taken as per service procedure. 4. Beverage service equipment are assembled as per beverage order. 5. Beverage is presented as per service procedure. 6. Beverage service equipment is cleared as per service procedure. |
| 1. Prepare cocktails and mock tails beverage. | 1. Food and beverage service tools and equipment are identified as per type of beverage ordered. 2. Cocktails and mock tails ingredients are selected as per beverage recipe. 3. Freshness and quality of cocktails and mock tails ingredients is checked as per *HACCP.* 4. *Cocktails and mock tails* are prepared as per beverage recipe. 5. *Cocktails and mock tails garnishes* are preparedas per beverage order. 6. *Cocktails and mock tails beverage glasses* are garnishedas per beverage order. 7. Cocktails and mock tails are presented as per service procedure. |
| 1. Carry out cigar service. | 1. Cigar listis presented as per service procedure. 2. Cigar order taken as per service procedure. 3. Cigar service equipment are assembled as per service procedure. 4. Cigar is served as per service procedure. 5. Guest bill is presented as per work procedure. 6. Table clearance is done as per service procedure. |
| 1. Carry out bar closing operations. | * 1. Bar surfaces and equipment are cleaned as per cleaning procedure.   2. Bar sales summary sheet is prepared as per service procedure   3. Restocking of bar beverages is carried out as per workplace procedure.   4. Bar waste is disposed as per work place policy |

**RANGE**

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

| **Variable** | **Range** |
| --- | --- |
| 1. ***Bar tools and equipment*** may include but not limited to; | * Shakers * Chopping Boards * Liquidizer * Muddler * Tot Measurer * Glasses * Bar Knives * Corkscrew * Assorted glasses * Wine basket * Opener * Wine bucket * Ice bucket * Ice maker * Ice crusher * Refrigerator * Bar spoon * Decanter * Mixing glass * Hawthorn strainer * Coaster |
| 1. **Bar supplies**: may include but not limited to; | * Fruits * Vegetables * Herbs * Spices * Beverages * Eggs * Ice cubes * Ice cubes * Napkins * Straws * Bar towels |
| 1. ***Beverage list*** may include but not limited to: | * Beer list * Coffee list * Cocktail list * Mock tail list * Wine list * Soft drink list |
| 1. ***Cocktails and mock tails***  may include but not limited to: | 1. Pussy foot 2. Fruit cup 3. Blood Mary 4. Screw driver 5. Whisky sour  * Pink gin |
| 1. ***Cocktails and mock tails garnishes*** may include but not limited to: | 1. Lemon wheels 2. Lemon twists 3. Orange slices 4. Sugar and sugar ring  * Jelly crystals |
| 1. ***Cocktails and mock tails beverage glasses*** may include but not limited to: | 1. Collins glass 2. Cosmopolitan glass 3. Snifter 4. Martini glass 5. Brandy balloon 6. Liqueur cocktail glass 7. Highball 8. Paris goblet glass 9. Flute 10. Champagne saucer. |

**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:

* Bar operations
* Property management
* Basic service techniques
* Hygiene and sanitation
* Principles of management
* Safety rules.
* Catering law

**Required skills**

The individual needs to demonstrate the following skills:

* Food and beverage Service
* Time management
* Interpersonal
* Analytical
* Leadership
* Listening
* Communication
* Report writing
* Sales techniques
* Critical thinking
* Information Technology (IT)
* Customer care
* Report writing
* Sales techniques
* Critical thinking
* Information Technology (IT)
* 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. Donned PPE’s as per work procedure.   2. Carried out bar opening operations as per work procedure.   3. Observed hygiene practices as per work procedure.   4. Served beverages as per work procedure.   5. Prepared cocktails and mock tails as per standard recipe specifications   6. Served cigar as per service procedure   7. Billed as per work procedure.   8. Cleared as per service procedure.   9. Disposed waste as per work procedure   10. Carried out bar closing operations 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 | 1. This competency may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**EXECUTE BANQUET AND EVENTS**

**UNIT CODE: 1013 551 05A**

**UNIT DESCRIPTION**

This unit describes competencies required to perform banquet and event. It involves carrying out mis en scene, mise-en-place, executing banquet and event operations and performing post-banqueting tasks. 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. Carry out mis en scene for banquets and events | * 1. PPEs are donned as per work procedure.   2. ***Cleaning materials and equipment*** are selected and assembled as per work procedure   3. Floor is cleaned as per *floor type*.   4. ***Furniture*** is arranged as per the ***event*.**   1.5 ***Déco***r is set as per the event. |
| * + - 1. Carry out mis en place for banquets and events | * 1. Service ***equipment and materials***collected and assembled as per the event   2. Service equipment are polished as per the event.   3. ***Linen***is laid as per the event.   4. ***Table accompaniments*** are prepared as per the event.   5. ***Covers*** are set as per the event. |
| * + - 1. Perform banquets and event operations | 1. Guests are welcomed and seated as per service procedure 2. Food and beverages is served as per the ***method of service*** 3. Clearing is done as per work procedure 4. Billing is done as per work procedure. |
| * + - 1. Perform post-banqueting tasks | 4.1 Linen is stripped and sorted appropriately  4.2 Tools, equipment and materials are cleaned and dried  as per work procedure.  4.3 Tools and equipment are stored appropriately  4.4 Restaurant is cleaned 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. Linen: may include but not limited to; | * Table cloths * Napkins * Skirting cloth * Strip cloths |
| 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. ***Methods of service*** may include but not limited to; | * Buffet services * Table service * Family service * Silver service |
| 1. ***Floor types*** may include but limited to: | * Wooden floor * Tiled floor * Terrazzo floor * Carpeted floor |
| 1. ***Events*** may include but limited to: | * Weddings * Birthdays * Anniversaries * Burials * Baby shower * Meetings * Exhibitions * Incentives * Conferences |
| 1. ***Furniture*** may include but not limited to: | * Tables * Chairs * Sideboard |
| 1. ***Service equipment and materials*** may include but not limited to: | * Cutlery * Crockery * Flatware * Hollowware * Glassware |
| 1. ***Décor*** may include but not limited to: | * Floral * Wall hangings * Wall paintings * Carvings * Lighting’s * Drapery |
| 1. ***Linen*** may include but not limited to: | * Tablecloth * Skirting * Molton * Slip cloth * Buffet cloth * Napkins * Seat covers |
| 1. ***Method of service*** may include but not limited to: | * Plate * Silver * Buffet * Specialized * cafeteria |
| 1. ***Table accompaniment***s may include but not limited to: | * Cruets * Table numbers * Menu cards * Flower vase * Tooth pick |
| 1. ***Covers*** may include but not limited to: | * Table d’hote * A la carte * Standard |

**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:

* Banqueting operation
* Property management
* Hygiene and sanitation
* Principles of management
* Safety

**Required skills**

The individual needs to demonstrate the following skills:

* Service
* Basic service techniques
* Time management
* Interpersonal
* Analytical
* Leadership
* Listening
* Attention to detail
* Report writing
* Interpersonal
* Entrepreneurial
* Critical thinking
* Information Technology (IT)
* 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. Donned PPE’s as per work procedure. 2. Selected and assembled cleaning materials and equipment as per work procedure 3. Arranged furniture as per the event. 4. Set décor as per the event. 5. Collected and assembled service equipment and materials as per the event 6. Polished service equipment as per the event. 7. Laid linen as per the event. 8. Prepared table accompaniments as per the event. 9. Set covers as per the event. 10. Welcomed and sat Guests as per service procedure 11. Served food and beverages as per method of service |
| * + - 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. Written test 3. Portfolio of evidence 4. Projects 5. Oral test |
| * + - 1. Context of assessment | * 1. This competency may be assessed in a workplace or a simulated workplace |
| * + - 1. Guidance information for assessment | * 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |