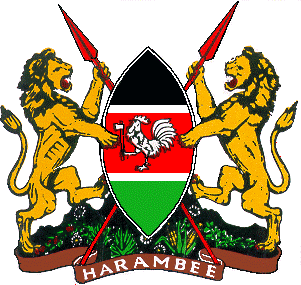
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**Republic Of Kenya**

**Ministry Of Labor and Social Protection**

**State Department for Labour and Skills Development**

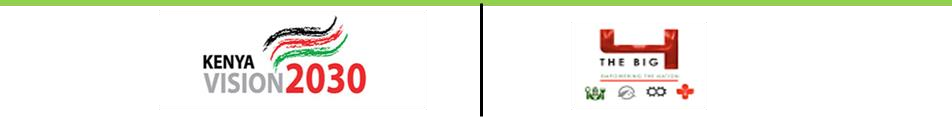
**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**FOOD AND BEVERAGE TECHNICIAN**

**KNQF LEVEL 5**

**OS ISCED CODE: 1013 453A**

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First Edition, 2024

APPROVAL DETAILS

This National Occupational Standards for Food and Beverage Manager (KNQF Level 6) have been approved by:

**Date of Approval: [Insert Date]**

**PREFACE**

The development of these National Occupational Standards (NOS) for Food and Beverage Manager marks a significant milestone in our ongoing efforts to enhance the quality and professionalism of Kenya's hospitality sector. These standards, aligned with the Kenya National Qualifications Framework (KNQF) Level 6, provide a comprehensive framework of the competencies required for Food and Beverage Managers to excel in their profession at a senior management level.

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

The NOS cover 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. They are 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 senior positions in food and beverage management.

We encourage all stakeholders - training providers, employers, and practitioners - to adopt these standards. Their 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.

**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 Standards for Food and Beverage Manager level 6 represent our commitment to excellence in the hospitality sector at a senior management level. They are 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 Managers, these standards 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 a senior management level
3. Offering a clear pathway for career progression in the food and beverage management 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 these standards. Your expertise and dedication will have a lasting impact on the professionalization of food and beverage management in Kenya.

As we move forward, I call upon all stakeholders to embrace these standards 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.

**ACKNOWLEDGEMENT**

The development of this National Occupational Standards for Food and Beverage Manager Level 6 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 set of standards that will significantly contribute to the professionalization of food and beverage management in Kenya at a senior level.

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

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

**Director**

**Directorate of National Skills Development**

**State Department for Labour and Skills Development**

**ACRONYMS**

**LIFO**  Last in last out

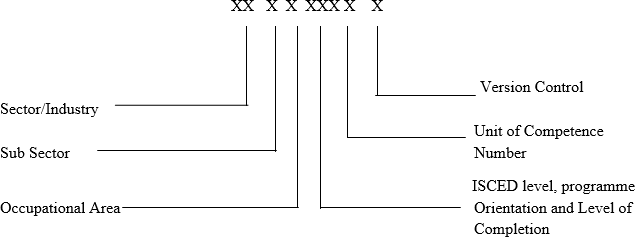
**FIFO** First in first out

**HACCP** Hazard Analysis and Critical Control Points

**OSH** Occupational Health and Safety

**PPE** Personal Protective Equipment

**KEY TO UNIT CODE**



1 0 1 3 4 5 3 A

**TABLE OF CONTENTS**

Contents

[FOREWORD v](#_Toc196385712)

[ACKNOWLEDGEMENT vi](#_Toc196385713)

[KEY TO UNIT CODE ix](#_Toc196385714)

[ix](#_Toc196385715)

[ix](#_Toc196385716)

[OVERVIEW xi](#_Toc196385717)

[MODULE ONE 1](#_Toc196385718)

[PREPARE STARTERS AND STARTER ACCOMPANIMENTS 2](#_Toc196385719)

[PREPARE MAIN MEAL 9](#_Toc196385720)

[PREPARE DESSERTS 20](#_Toc196385721)

[MODULE TWO 26](#_Toc196385722)

[PREPARE PASTRIES 27](#_Toc196385723)

[PREPARE SPECIALITY DISHES 31](#_Toc196385724)

[MODULE THREE 38](#_Toc196385725)

[APPLY DIGITAL LITERACY 39](#_Toc196385726)

[APPLY PRINCIPLES OF FOOD SCIENCE AND NUTRITION 49](#_Toc196385727)

[SERVE FOOD AND BEVERAGE 3](#_Toc196385728)

[PERFORM FOOD AND BEVERAGE SERVICE TECHNIQUES 9](#_Toc196385729)

[PREPARE MOCKTAILS AND COCKTAILS 14](#_Toc196385730)

[MODULE FOUR 20](#_Toc196385731)

[APPLY COMMUNICATION SKILLS 21](#_Toc196385732)

[APPLY WORK ETHICS AND PRACTICES 25](#_Toc196385733)

[PERFORM FOOD AND BEVERAGE COST CONTROL 31](#_Toc196385734)

[PERFORM BAR KEEPING OPERATIONS 35](#_Toc196385735)

[PERFORM BANQUET AND EVENTS OPERATIONS 41](#_Toc196385736)

**COURSE OVERVIEW**

The Food and Beverage Technician Level 5 Qualification consists of competencies that a person must achieve to prepare starters and starters accompaniments, main meal, desserts and bakery products, serve food and beverages, perform bar keeping operations Prepare specialty dishes, apply principles of food science and nutrition, and apply knowledge of food and beverage cost and control.

SUMMARY OF UNITS OF LEARNING.

|  |  |  |
| --- | --- | --- |
| **UNIT CATEGORY** | **UNIT CODE** | **UNIT NAME** |
| CORE | 1013 451 01A | Starters and starter accompaniments |
| CORE | 1013 451 02A | Main meals |
| CORE | 1013 451 03A | Desserts |
| CORE | 1013 451 04A | Pastries |
| CORE | 1013 451 05A | Specialty dishes |
| BASIC | 0611 451 06A | Digital literacy |
| COMMON | 0915 451 07A | Principles of Nutrition |
| CORE | 1013 451 08A | Serve food and beverage |
| CORE | 1013 451 09 A | Food and Beverage Service Techniques |
| CORE | 1013 451 10A | Mocktails and Cocktails |
| BASIC | 0031 451 11A | Communication skills |
| BASIC | 0417 451 12A | Work ethics and practices |
| COMMON | 0413451 13A | Food and beverage cost and control |
| CORE | 1013 451 14 A | Bar Keeping Operations |
| CORE | 1013 451 15 A | Banquets and Events |

**MODULE ONE**

**PREPARE STARTERS AND STARTER ACCOMPANIMENTS**

**UNIT CODE: 1013** 451 **01A**

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare starters and starter accompaniments. It involves preparation of cold starters, hot starters and starter accompaniments.

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. Prepare cold starters | * 1. *PPEs* are donned as per work procedure   2. *OSH* is practiced as per work procedure   3. *Cleaning materials* are identified and assembled as per work procedure   4. *Food production tools and equipment* are assembled and cleaned as per work procedure   5. *Ingredients* are collected and weighed as per standard recipe   6. Freshness and quality of the ingredients is checked as per HACCP   7. Ingredients are prepared as per standard *recipe* specifications   8. Hygiene practices are observed during preparation as per work procedures   9. *Cold starters* are produced as per standard recipe   10. Cold starters are presented as per standard recipe   11. Tools, equipment and materials are cleaned and stored as per work procedures   12. Work surfaces and floors are cleaned as per work procedures   13. Waste is disposed as per work procedures |
| 2.Prepare hot starters | * 1. PPEs are donned as per work procedure   2. OSHis practiced as per work procedure   3. Cleaning materials are identified and assembled as per work procedure   4. Food production tools and equipment are assembled and   cleaned as per work procedure   * 1. Ingredients are collected and weighed as per standard   recipe   * 1. Freshness and quality of ingredients is checked as per HACCP   2. Ingredients are prepared as per standard recipe specifications   3. Hygiene practices are observed during preparation as per work procedure   4. *Hot starters* are produced as per standard recipe   5. Hot starters are presented as per standard recipe   6. *Tools, equipment and materials* are cleaned and stored as per work procedure   7. Work surfaces and floors are cleaned as per work Procedure   8. Waste is disposed as per work procedure |
| 3. Prepare starters and starter accompaniments | 1. 3.1 PPEs are donned as per work procedure 2. *OSH* is practiced as per work procedure 3. Cleaning materials are identified and assembled as per work procedure 4. Food production tools and equipment are assembled and cleaned as per work procedure 5. Ingredients are collected and weighed as per standard recipe 6. Freshness and quality of ingredients is checked as per HACCP 7. Ingredients are prepared as per standard recipe specifications 8. Hygiene practices are observed as per work procedure 9. *Starter accompaniments* are produced as per standard recipe 10. Accompaniments are presented as per standard recipe 11. Tools, equipment and materialsare cleaned and stored as per work procedure 12. Work surfaces and floors are cleaned as per work procedure 13. Waste is disposed 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** |
| * ***PPEs*** may include but is not limited to: | * Safety boots * Side cloth * Apron * Chef ‘s jacket * Chef ‘s hat * Chef ‘s trousers/Skirts * Neck tie * Kitchen gloves * Mask |
| * ***OSH*** may include but not limited to: | * Kitchen hazards * Hazard communication * Role of employer and employee on personal protective equipment * Ergonomics * Chemical safety * Fire safety * Workplace stress management * Emergency preparedness |
| * ***Cleaning materials*** may include but not limited to: | * Water * Sanitizer * Detergents * Salads wash * Paper towel * Sponges |
| * ***Tools and equipment*** may include but not limited to: | * Chopping boards * Kitchen Knives * Glass bowls * Salad spinner * Mixing bowls * Wire whisk * Lemon squeezer * Refrigerator * Salamander * Cooking pots * Blenders * Wooden spoons * Ladle * Conical strainer * Waste bins * Squeegee * Peelers and graters |
| * ***Ingredients*** may include but not limited to: | * Lettuce * Tomatoes * Cucumber * Bell peppers * Radish * Onions * Carrots * Beans * Pumpkin * Celery * Avocados * Eggs * Gherkins * Rice * Walnuts * Sun dried tomatoes * Oil * Vinegar * Capers * Olives * Chicken * Beef * Stocks |
| * ***Types of recipes*** may include but not limited to: | * Basic * Standard * modified |
| * ***Cold starters*** may include but not limited to: | * Avocado salad * Coleslaw * Caesar * Greek * Mango * Chef special * Waldorf salad |
| * ***Hot starters*** may include but not limited to: | * Tomato soup * Minestrone * Leek potato soup * Chicken noodle soup * Clear beef broth * Sweet potato and pumpkin soup * Pumpkin soup * Butter nut soup * Carrot and ginger * Cream of mushroom * Roasted aubergine and garlic soup * Farmers soup * Crab bisque * Mulligatawny soup * Sea food pancake |
| * ***Starter accompaniments*** may include but not limited to: | * Bread rolls * Breadsticks * Cheese crackers * Croutons flute * Dips * Cheese straws |

**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:

* Selection, use and care of equipment
* Food production
* Basic culinary techniques
* Hygiene, safety and sanitation
* Thickening agents
* Combination of ingredients
* Food commodities
* Food pairing and presentation
* Portion control
* Nutrients

**Required skills**

The individual needs to demonstrate the following skills:

* Culinary
* Analytical
* Attention to detail
* Critical thinking
* Decision making
* Creativity
* Time management
* Interpersonal skills

**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. 1. Donned PPEs as per work procedure   2. Practiced OSH as per work procedure   3. Assembled and cleaned food production tools and equipment as per work procedure.   4. Collected and weighed ingredients as per standard recipe   5. Checked freshness and quality of ingredients as per HACCP   6. Prepared ingredients as per standard recipe specifications.   7. Prepared cold starters as per standard recipe   8. Produced hot starters as per standard recipe.   9. Produced starter accompaniments as per standard recipe.   10. Presented cold starters as per standard recipe.   11. Presented hot starters as per standard recipe.   12. Presented starter accompaniments as per standard recipe.   13. Cleaned and stored tools, equipment and materials as per work procedure.   14. Cleaned work surfaces and floors as per work procedure.   15. Disposed waste as per environmental regulations |
| 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. Project 3. Portfolio of evidence 4. Third Party Reports 5. Written assessments 6. Oral questioning |
| 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. |

**PREPARE MAIN MEAL**

**UNIT CODE: 1013** 451 **02A**

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare main meal. It involves preparation of protein dishes, starch dishes, vegetable dishes and breakfast items.

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.Prepare protein dishes | * 1. *PPEs* are donned as per work procedure   2. OSH is practiced as per work procedure   3. *Cleaning materials* are identified and assembled as per work procedure.   4. Food production tools and equipment are assembled and cleaned as per work procedure.   5. *Ingredients* are collected and weighed as per standard   recipe.   * 1. Freshness and quality of ingredients is checked as per HACCP   2. Ingredients are prepared as per standard recipe specifications.   3. Hygiene practices are observed as per work procedure.   4. *Protein dishes* are produced as per standard recipe   5. *Sauces* are produced as per protein dish   6. Protein dishes are presented as per standard recipe   7. *Tools, equipment and materials* are cleaned and stored as per work procedure   8. Work surfaces and floors are cleaned as per work procedure.   9. Waste is disposed as per work procedure. |
| 2. Prepare starch dishes | 1. *PPEs* are donned as per work procedure 2. OSH is practiced as per work procedure 3. *Cleaning materials* are identified and assembled as per work procedure. 4. Food production tools and equipment are assembled and cleaned as per work procedure. 5. *Ingredients* are collected and weighed as per standard recipe 6. Freshness and quality of ingredients is checked as per HACCP 7. Ingredients are prepared as per standard recipe specifications. 8. Hygiene practices are observed as per work procedure. 9. *Starch dishes* are produced as per standard recipe. 10. Starch dishes are presented as per standard recipe. 11. *Tools, equipment and materials* are cleaned and stored as per work procedure. 12. Work surfaces and floors are cleaned as per work procedure 13. Waste is disposed as per work procedure. |
| 3. Prepare vegetable dishes | 1. *PPEs* are donned as per work procedure. 2. OSH is practiced as per work procedure 3. *Cleaning materials* are identified and assembled as per work procedure 4. Food production tools and equipment are assembled and cleaned as per work procedure. 5. *Ingredients* are collected and weighed as per standard recipe 6. Freshness and quality of ingredients is checked as per HACCP 7. Ingredients are prepared as per standard recipe specifications 8. Hygiene practices are observed as per work procedure. 9. *Vegetable dish* is produced as per standard recipe. 10. Vegetable dishes are presented as per standard recipe 11. *Tools, equipment and materials* are cleaned and stored as per work procedure. 12. Work surfaces and floors are cleaned as per work procedure. 13. Waste is disposed as per work procedure. |
| 4.Prepare breakfast items | 1. *PPEs* are donned as per work procedure. 2. OSH is practised as per work procedure 3. *Cleaning materials* are identified and assembled as per work procedure 4. Food production tools and equipment are assembled and cleaned as per work procedure. 5. Ingredients are collected and weighed as per *type of breakfast* 6. Freshness and quality of ingredients is checked as per HACCP 7. Ingredients are prepared as per standard recipe specifications 8. Hygiene practices are observed as per work procedure. 9. *Breakfast items* are produced as per standard recipe. 10. Breakfast items are presented as per type of breakfast 11. *Tools, equipment and materials* are cleaned and stored as per work procedure. 12. Work surfaces and floors are cleaned as per work procedure. 13. Waste is disposed 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** |
| * ***PPEs*** may include but is not limited to: | * Safety boots * Side cloth * Apron * Chef ‘s jacket * Chef ‘s trouser/skirt * Chef ‘s hat * Neck tie * Kitchen gloves * Mask * Oven gloves |
| * ***Cleaning material*** may include but is not limited to: | * Water * Sanitizer * Detergents * Paper towel * Fruit and salad wash |
| * ***Tools, equipment and materials*** may include but is not limited to: | * Sponges * Chopping boards * Kitchen Knives * Mixing bowls * Wire whisk * Lemon Squeezer * Refrigerator * Bain marie * Salamander * Cooking pots * Blenders * Wooden spoons * Ladle * Conical strainer * Waste bins * Squeegee * Pans * Spatulas * Oven * Brush * Waffle making machine * Juice dispenser * Juicer * Assorted tongs * Griddle * Rational oven * Grill * Tea Urns * Chest Freezers * Potatoes Peelers * graters * Cling film * Aluminum foil * Food labels * Weighing scale * Measuring jars * Measuring spoons * Measuring cups |
| * ***Ingredients*** may include but not limited to: | * Vegetables * Meats * Pastas * Starches * Seasonings * Eggs * Processed meats * Fruits * Cereals and legumes * Cooking oil * Dairy and non-dairy products |
| * ***Protein dishes*** may include but not limited to: | * Roast chicken * Chicken palak * Supreme chicken * Beef stew * Beef goulash * Beef stroganoff * Beef carbonade * Grilled salmon * Bread crumbed fish * Fish in batter * Shallow fried fish * Lamb satay * Lamb stew * Lamb steak * Mutton curry * Grilled lamb chops * Pork chops * Sweet and sour pork * Roast pork belly * Bean goulash * Lentil stew * Bean curry * Scrambled eggs * Soft/hard boiled eggs * Stir fried tofu   Grilled tempeh |
| * ***Sauces*** may include but not limited to: | * Basic sauces * Bechamel * Velouté * Espagnole/ brown sauce * Tomato sauce * Hollandaise * Others * Mayonnaise * Beurre blanc * Garlic butter * Sweet and sour * Mint sauce * Bread sauce |
| * ***Starch dishes*** may include but not limited to: | * Pilaf * Steamed rice * Braised rice * Vegetable rice * Pilau * Turmeric * Risotto * Ugali * Roast potatoes * French fries * Lyonnaise * Gnocchi * Spaghetti Bolognese * Macaroni and cheese * Spaghetti in tomato sauce * Chapati * Mashed potatoes * Mashed green bananas |
| * ***Vegetable dishes*** may include but is not limited to: | * Mixed vegetables * Braised red cabbage * Sauté spinach * Stir fried cabbage * Stuffed bell peppers * Deep fried courgettes * Ratatouille * Buttered carrots * Okra curry * Coleslaw * kachumbari * Fried kale * Stir fried cauliflower |
| * ***Breakfast items*** may include but is not limited to: | * Coffee * Tea * Cereals * Eggs * Milk * Porridge * Waffles * Bagels * Toasts * Meats * Fruits * Juices * Pastries * Yoghurts * Potatoes * Smoothies * Syrups * Breakfast sandwiches * Preserves * Cheese * Baked beans * Vegetables * Corn on cob * Nuts * Dried fruits |
| * ***Types of breakfast*** may include but is not limited to: | * American * English * Continental * Vegan * Asian * Brunch |

**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:

* Selection, use and care of equipment
* Food production
* Basic culinary techniques
* Hygiene, safety and sanitation
* Thickening agents
* Combination of ingredients
* Food commodities
* Food pairing and presentation
* Portion control
* Nutrients
* Recipe interpretation

**Required skills**

The individual needs to demonstrate the following skills:

* Time management
* Culinary
* Analytical
* Attention to detail
* Critical thinking
* Decision making
* Creativity
* Interpersonal

**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. ***Assessment requires evidence that the candidate:*** 2. Donned PPEs as per work procedure 3. Practiced OSH as per work procedure 4. Assembled and cleaned food production tools and equipment as per work procedure 5. Collected and weighed ingredients as per standard recipe 6. Checked freshness and quality of ingredients as per HACCP 7. Prepared Ingredients as per standard recipe specifications 8. Produced protein dishes as per standard recipe 9. Sauces are produced as per protein dishes 10. Produced starch dishes as per standard recipe 11. Produced vegetable dishes as per standard recipe 12. Prepared breakfast items as per standard recipe 13. Presented protein dishes as per standard recipe 14. Presented starch dishes as per standard recipe 15. Presented vegetable dishes as per standard recipe 16. Presented breakfast items as per standard recipe 17. Cleaned and stored tools, equipment and materials as per work procedure. 18. Cleaned work surfaces and floors as per work procedure. 19. Disposed waste 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. Project 3. Portfolio of evidence 4. Third Party Reports 5. Written assessments 6. Oral questioning |
| 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. |

**PREPARE DESSERTS**

**UNIT CODE: 1013** 451 **03A**

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare desserts and bakery products. It involves preparation of cold desserts, hot desserts, sweet sauces and bakery products

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. Prepare cold desserts | 1. ***PPEs*** are donned as per work procedure 2. ***OSH*** is practiced as per work procedure 3. ***Cleaning tools, equipment and materials*** are identified and assembled as per work procedure 4. Kitchen tools and equipment are assembled and cleaned as per work procedure. 5. Ingredients are collected and weighed as per standard ***recipe*** 6. Freshness and quality of ingredients is checked as per HACCP 7. Ingredients are prepared as per standard recipe specifications. 8. Hygiene practices are observed as per work procedure. 9. ***Cold desserts*** are produced as per standard recipe 10. Cold desserts are presented as per standard recipe 11. Tools, equipment and materials are cleaned and stored as per work procedure. 12. Work surfaces and floors are cleaned as per work procedure. 13. Waste is disposed as per work procedure. |
| * + - 1. Prepare hot desserts | 1. ***PPEs*** are donned as per work procedure 2. ***Cleaning tools, equipment and materials*** are identified and assembled as per work procedure 3. Food production tools and equipment are assembled and cleaned as per work procedure. 4. Ingredients are collected and weighed as per standard recipe 5. Freshness and quality of ingredients is checked as per HACCP 6. Ingredients are prepared as per standard recipe specifications 7. Hygiene practices are observed as per work procedure. 8. ***Hot desserts*** are produced as per standard recipe 9. Hot desserts are presented as per recipe 10. Tools, equipment and materials are cleaned and stored as per work procedure. 11. Work surfaces and floors are cleaned as per work procedure. 12. Waste is disposed as per work procedure. |
| * + - 1. Prepare accompanying sauces | 1. *PPEs* are donned as per work procedure. 2. ***Cleaning tools, equipment and materials*** are identified and assembled per work procedure. 3. Kitchen tools and equipment are assembled and cleaned as per work procedure. 4. Ingredients are collected and weighed as per standard recipe. 5. Freshness and quality of ingredients is checked as per HACCP. 6. Ingredients are prepared as per standard recipe specifications 7. Hygiene practices are observed during preparation as per work procedure. 8. ***Accompanying sauces*** are produced as per standard recipe 9. Accompanying sauces are presented as per standard recipe 10. Tools, equipment and materials are cleaned and stored as per work procedure. 11. Work surfaces and floors are cleaned as per work procedure. 12. Waste is disposed as per works 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** |
| ***PPEs*** may include but not limited to: | * Safety boots * Side cloth * Apron * Chef’s jacket * Chef’s trouser/skirt * Chef’s hat * Neck tie * Kitchen gloves * Mask * Oven gloves |
| ***OSH*** may include but not limited to: | * Personal Protective Equipment * Ergonomics * Chemical safety * Workplace stress management * Fire safety * Hazard communication * Emergency preparedness |
| ***Cleaning materials*** may include but not limited to: | * Water * Sanitizer * Detergents * Salads wash * Paper towel * Sponges |
| ***Tools and equipment*** may include but not limited to: | * Chopping boards * Kitchen Knives * Glass bowls * Salad spinner * Mixing bowls * Wire whisk * Squeezer bottles * Refrigerator * Salamander * Cooking pots * Blenders * Wooden spoons * Ladle * Conical strainer * Waste bins * Squeegee * Peelers and graters |
| ***Ingredients*** may include but not limited to: | * Baking Flour * Raising agents * Dairy products * Non-dairy creams * Dried fruits * Gelatine * Jelly crystals * Sugar and salt * Cooking oils * Margarine * Flavoring agents * Eggs |
| ***Recipes*** may include but not limited | * Types of recipes * Recipe interpretation * Recipe conversion |
| ***Cold desserts*** may include but not limited to: | * Caramels * Tiramisu * Cheese cake * Sorbets * Ice cream * Fruit salad * Baked Alaska * Profiteroles * Éclairs * Mousse * Jellies * Fruit fools * Trifles * Poached fruits * Soufflés * Bavarois |
| ***Hot desserts*** may include but not limited to: | * Ginger and nut pudding * Chocolate pudding * Umm Ali * Pies * Pancakes * Crepes * Fritters * Apple crumble tartlets * Apple charlotte |
| ***Accompanying Sauces*** may include but not limited to: | * Custard sauce * Chocolate sauce * Strawberry sauce * Passion sauce * Lemon sauce * Orange sauce * Vanilla sauce |

**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:

* Food production
* Property management
* Basic culinary techniques
* Hygiene and sanitation
* Safety
* Food science and nutrition

**Required skills**

The individual needs to demonstrate the following skills:

* Time management
* Interpersonal
* Culinary
* Analytical
* Attention to detail
* Critical thinking
* Decision making
* Creativity

**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 ***PPEs*** as per work procedure 2. Practiced ***OSH*** as per work procedure 3. Assembled and cleaned food production tools and equipment as per work procedure 4. Collected and weighed ingredients as per standard recipe 5. Checked freshness and quality of ingredients as per HACCP 6. Prepared Ingredients as per standard recipe specifications 7. Produced cold desserts as per standard recipe 8. Produced hot desserts as per standard recipe 9. Presented cold desserts as per standard recipe 10. Presented hot desserts as per standard recipe 11. Produced accompanying sauces as per standard recipe 12. Presented cakes and accompanying sauces as per standard recipe 13. Cleaned and stored tools, equipment and materials as per   work procedure.   1. Cleaned work surfaces and floors as per work Procedure. 2. Disposed waste as per environmental regulations |
| 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. Project 3. Portfolio of evidence 4. Third Party Reports 5. Written assessments 6. Oral questioning |
| 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. |

**MODULE TWO**

**PREPARE PASTRIES**

**UNIT CODE: 1013** 451 **04A**

**UNIT DESCRIPTION**

This unit covers the competencies required to prepare pastries. It involves preparing short pastry, sugar pastry, puff pastry and choux pastry

This standard applies 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. Prepare short pastry | * 1. ***PPEs*** are donned as per workplace requirement   2. Work surfaces and equipment are cleaned as per workplace requirement   3. Ingredients are assembled as per recipe   4. Ingredients are weighed as per recipe   5. Ingredient***s*** are mixed as per recipe.   6. Mixture is baked as per recipe   7. ***Short pastry products*** are finished and packaged as per workplace requirements |
| 1. Prepare sugar pastry | * 1. PPEs are donned as per workplace requirement   2. Work surfaces and equipment are cleaned as per workplace requirement   3. Ingredients are assembled as per recipe   4. Ingredients are weighed as per recipe   5. Ingredients are mixed as per recipe.   6. Mixture is baked as per recipe   7. ***Sugar pastry products*** are finished and packaged as per workplace requirements |
| 1. Prepare puff pastry | * 1. PPEs are donned as per workplace requirement   2. Ingredients and equipment are assembled as per puff recipe   3. Puff pastry making equipment are cleaned as per work requirement.   4. Ingredients are weighed as per puff pastry recipe   5. Puff pastry ingredients are mixed as per puff recipe procedure   6. Puff pastry dough is laminated as per puff recipe   7. Laminated puff pastry dough is chilled as per recipe   8. Chilled puff pastry is rolled out as per recipe   9. Rolled out puff pastry is portioned as per recipe.   10. ***Puff pastry products*** are baked as per recipe   11. Puff pastry products are packaged as per workplace requirements |
| 1. Prepare choux pastry | * 1. PPEs are donned as per workplace requirement   2. Work surfaces and equipment are cleaned as per workplace requirement   3. Ingredients are assembled as per recipe   4. Ingredients are weighed as per recipe   5. Ingredients are mixed as per recipe.   6. ***Choux pastry products*** are produced as per recipe   7. Choux pastry products are finished and packaged as per workplace requirements |

**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** |
| ***PPEs*** may include but not limited to; | * Kitchen boots * Kitchen cloth * Apron * Chef ‘s jacket * Chef ‘s hat * Chef ‘s trousers/Skirts * Neck tie * Oven gloves |
| ***Short pastry products*** may include but not limited to; | * Fruit pies * Treacle tart * Cheese and ham savoury flan * Cornish pasties * Turnovers |
| ***Sugar pastry products*** may include but not limited to; | * Biscuits * Cookies * Pear and almond tart * Banana flan * Apple flan * Lemon tart * Lemon meringue pie * Bakewell tart |
| ***Puff pastry products*** may include but not limited to; | * Jam turnovers * Apple turnovers * Cream horns * Sausage modified straight dough * Puff pastry slices * Meat pie |
| ***Choux pastry products*** may include but not limited to; | * Eclairs * Cream sponge dough * Profiteroles |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Dough handling
* Baking techniques
* Creativity

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Texture awareness
* Decoration of cookies
* Ingredients
* Temperature control
* Occupational safety and health
* Hygiene and sanitation

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   * 1. Donned PPEs as per workplace requirement   2. Cleaned work surfaces and equipment as per work requirement   3. Weighed ingredients as per recipe   4. Mixed ingredients as per recipe.   5. Laminated puff pastry as per recipe.   6. Chilled and rolled out laminated puff pastry as per recipe   7. Produced pastries as per recipe   8. Finished puff pastry products as per recipe |
| 1. Resource Implications | * 1. The following resources should be provided: * Appropriately simulated environment where assessment can take place. * Access to relevant assessment environment. * Resources relevant to the proposed assessment activity or tasks. |
| 1. Methods of Assessment | * 1. Competency in this unit may be assessed through: * Practical assessment * Project * Portfolio of evidence * Third party reports * Written tests * Oral questioning |
| 1. Context of Assessment | * 1. Competency may be assessed * Simulated Workplace environment * Workplace environment |
| 1. Guidance information for assessment | * 1. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**PREPARE SPECIALITY DISHES**

**UNIT CODE: 1013** 451 **05A**

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare specialty dishes. It involves preparation of local dishes, vegetarian dishes, sea foods and international dishes.

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.Prepare local dishes | * 1. Menu planned as per the customers’ requirements   2. ***Recipes*** prepared as per the menu   3. Menu costed as per the recipe ingredients.   4. *PPEs* are donned as per work procedure   5. OSH is practiced as per work procedure   6. *Cleaning tools and materials* are identified and assembled as per work procedures.   7. Food production *tools and equipment* are assembled and cleaned as per work procedure   8. *Ingredients* are collected and weighed as per standard recipe.   9. Freshness and quality of ingredients is checked as per   *HACCP.*   * 1. Ingredients are prepared as per standard recipe   2. Hygiene practices are observed as per work procedure.   3. *Local dishes* are produced as per recipe.   4. Local dishes are presented as per *theme.*   5. Tools, equipment and materials are cleaned and stored as per work procedure.   6. Work surfaces and floors are cleaned as per work Procedure.   7. Waste is disposed as per work procedure. |
| 2.Prepare vegetarian dishes | 1. *PPEs* are donned as per work procedure. 2. *Cleaning materials* are identified and assembled as per work procedure. 3. Food production tools and equipment are assembled and cleaned as per work procedure. 4. Ingredients are collected and weighed as per standard recipe 5. Freshness and quality of ingredients is checked as per HACCP. 6. Ingredients are prepared as per standard recipe specifications 7. Hygiene practices are observed as per work procedure. 8. *Vegetarian dishes* are produced as per standard recipe 9. Vegetarian dishes are presented as per standard recipe 10. Tools, equipment and materials are cleaned and stored as per work procedure. 11. Work surfaces and floors are cleaned as per work procedure. 12. Waste is disposed as per work procedure. |
| 3.Prepare sea foods | 1. *PPEs* are donned as per work procedure. 2. Cleaning materials are identified and assembled as per work procedure. 3. Food production tools and equipment are assembled and cleaned as per work procedure. 4. Ingredients are collected and weighed as per standard recipe. 5. Freshness and quality of ingredients is checked as per HACCP 6. Ingredients are prepared as per standard recipe specifications. 7. Hygiene practices are observed as per work procedure. 8. *Sea* *foods* are produced as per standard recipe 9. Sea foods presented as per standard recipe 10. Tools, equipment and materials are cleaned and stored as per work procedure. 11. Work surfaces and floors are cleaned as per work procedure.   Waste is disposed as per work procedure. |
| 4.Prepare international dishes | 1. *PPEs* are donned as per work procedure 2. Cleaning materials are identified and assembled as per work procedure. 3. Food production tools and equipment are assembled and cleaned as per work procedure. 4. Ingredients are collected and weighed as per standard recipe 5. Freshness and quality of ingredients is checked as per HACCP. 6. Ingredients are prepared as per standard recipe specifications. 7. Hygiene practices are observed as per work procedures. 8. *International dishes* are produced as per standard recipe. 9. International dishes are presented as per the theme 10. Tools, equipment and materials are cleaned and stored as per work procedure. 11. Work surfaces and floors are cleaned as per work procedure. 12. Waste is disposed 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** |
| PPEs may include but not limited to: | * Safety boots * Kitchen cloth * Apron * Chef’s jacket * Chef’s trouser/skirt * Chef’s hat * Neck tie * Kitchen gloves * Mask * Oven gloves |
| Cleaning tools materials may include but not limited to: | * Detergent * Mops * Mop buckets * Dust pan * Broom * Sanitizers |
| Kitchen tools and equipment may include but not limited to: | * Chopping boards * Kitchen Knives * Glass bowls * Salad spinner * Mixing bowls * Wire whisk * Oven * Baking tins and sheets * Squeezer bottles * Refrigerator * Salamander * Cooking pots * Blenders * Wooden spoons * Ladle * Conical strainer * Waste bins * Squeegee * Peelers and graters |
| Ingredients may include but not limited to: | * vegetables * herbs and spices * Alcoholic beverages * meats * sea weeds * prawns * lobsters * crabs |
| Local dishes may include but not limited to: | * Mukimo * Kimanga * Mafuke * Matoke * Mushenye * Pilau * Muthokoi * Aliya |
| Themes may include but not limited to: | * Swahili dishes * Kikuyu * Luhya * Kamba * Indian * Italian * Asian |
| Recipe may include but not limited to: | * Standard recipe * Basic recipe |
| Vegetarian may include but not limited to: | * Semi- vegetarian * Vegans * Lacto-ovo * Lacto vegetarian |
| Sea foods may include but not limited to: | * Fried Calamari * Steamed Crab * Grilled Lobster * Prawn masala * Grilled octopus * Oysters |
| International dishes may include but not limited to: | * Sushi * Lasagna * Paneer masala * Bolognaise * Stroganoff |

**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:

* Culinary Terms and Techniques
* Kitchen Equipment
* Food safety
* Adaptability
* Hygiene and sanitation.
* Menu Knowledge
* Dietary needs
* Knowledge of Various Cuisines

**Required Skills**

The individual needs to apply the following skills:

* Time management
* Interpersonal
* Culinary
* Analytical
* Attention to detail
* Critical thinking
* Decision making
* Creativity

**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. 1.1 Donned PPE’s as per work procedure.   2. Practiced OSH as per work procedure   3. Conserved resources as per work procedure   4. Selected and assembled Kitchen Equipment and tools as per the specialty cuisine recipe.   5. Observed safety and hygiene practices as per work procedure.   6. Ingredients are prepared as per the specialty cuisine recipe.   7. Checked freshness and quality of ingredients as per HACCP   8. Local dishes are produced as per standard recipe.   9. Vegetarian dishes are produced as per standard recipe.   10. Sea foods are produced as per standard recipe.   11. International dishes are produced as per standard recipe.   12. Portioned, garnished and presented specialty dishes as per standard recipe. |
| 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. Project   3. Portfolio of evidence   4. Third Party Reports   5. Written assessments   6. Oral questioning |
| 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. |

**MODULE THREE**

**APPLY DIGITAL LITERACY**

**UNIT CODE: 0611** 451 **06A**

**UNIT DESCRIPTION:**

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using the Office suite, accessing online/offline data and information, performing online communication and collaboration, applying cybersecurity skills and performing jobs online. It also involves applying job entry techniques.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes that make up workplace functions | **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. Operate computer devices | * 1. C***omputer device*** usage is determined as per workplace requirements.   2. ***Computer hardware*** is identified according to job requirements.   3. ***Computer software*** is identified according to workplace requirements.   4. Computer devices are turned on or off as per the correct workplace procedure.   5. ***Mouse techniques*** are applied in solving tasks as per workplace requirements.   6. Keyboardtechniques are applied in solving tasks as per workplace requirements.   7. Computer files and folders are created and managed as per workplace requirements.   8. ***Internet connection option***s are identified and applied in connecting computer devices to the Internet.   9. ***External devices*** are identified and connected to the computer devices as per the job requirement. |
| 1. Solve tasks using Office suite | 1. ***Word processing concepts***are applied in solving workplace tasks as per job requirements. 2. Worksheet data is entered and prepared in accordance with work procedures. 3. Worksheet data is built and edited in accordance with workplace procedures. 4. ***Data manipulation*** on a worksheet is undertaken in accordance with work requirements. 5. Worksheets are saved and printed in accordance with job requirements. 6. ***Electronic presentation concepts***are applied in solving workplace tasks as per job requirements. |
| 1. Manage data and information | * 1. Office ***internet services*** are identified and applied in accordance with office procedures.   2. ***Internet access applications*** are determined in accordance with office operation procedures.   3. Internet search is performed as per job requirements.   4. Online digital content is downloaded in accordance with workplace requirements.   5. Digital content is identified and backed up in accordance with workplace procedures. |
| 1. Perform online communication and collaboration | * 1. Netiquette principles are observed as per work requirements.   2. Electronic mail communication is executed in accordance with workplace policy.   3. Digital content copyright and licenses are identified and applied according to workplace policies and regulatory requirements.   4. ***Online*** ***collaboration tools*** are applied in accordance with workplace policies and regulatory requirements. |
| 1. Apply cybersecurity skills | * 1. ***Data protection*** and ***privacy*** is classified in accordance with workplace policies and regulatory requirements.   2. ***Internet security threats*** are identified as per workplace policies and regulatory requirements.   3. Computer threats and crimes are detected in accordance to Information Management security guidelines   4. ***Cybersecurity control measures*** are applied in accordance with workplace policies and regulatory requirements. |
| 1. Perform online jobs | * 1. ***Online job platforms*** are identified as per the job requirements.   2. Online accounts and profiles are created in accordance with the work requirements.   3. Online jobs are identified according to the bidder’s skillset.   4. Online digital identity is managed according to industry best practices.   5. Online job bidding is done as per the specific job requirements.   6. Online tasks are executed according to the job requirements.   7. Personal online payment account is managed in accordance with financial regulations. |
| 1. Apply job entry techniques | * 1. ***Job opportunities*** are sought based on competencies.   2. A winning resume/CV is developed as per job advertisement.   3. An application/cover letter is developed based on the job advertisement.   4. ***certificates and testimonials*** are organized as per resume.   5. ***Interview skills*** are demonstrated as per job advertisement. |

**RANGE**

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

| **Variable** | **Range** |
| --- | --- |
| 1. Computer devices may include but are not limited to: | * Desktops * Laptops * Smartphones * Tablets * Smartwatches |
| 1. Computer hardware may include but are not limited to: | * The System Unit E.g. Motherboard, CPU, casing, * Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices. * Output Devices e.g. hardcopy output and softcopy output * Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives * Computer Ports e.g. HDMI, DVI, VGA, USB type C etc. |
| 1. Computer software may include but are not limited to: | * System software e.g. Operating System (Windows, Macintosh, Linux, Android, iOS) * Application Software e.g. Word Processors, Spreadsheets, Presentations etc. * Utility Software e.g. Antivirus programs |
| 1. External devices may include but are not limited to: | * Printers * Projectors * Smart Boards * Speakers * External storage drives * Digital/Smart TVs |
| 1. Word processing concepts may include but are not limited to: | * Creating word documents * Editing word documents * Formatting word documents * Saving word documents * Printing word documents |
| 1. Mouse techniques may include but are not limited to: | * Clicking * Double-clicking * Right-clicking * Drag and drop |
| 1. Internet connection options may include but are not limited to: | * Mobile Networks/Data Plans * Wireless Hotspots * Cabled (Ethernet/Fiber) * Dial-Up * Satellite * ISDN (Integrated Services Digital Network) |
| 1. Data manipulation may include but are not limited to: | * Use of formulae * Use of functions * Sorting * Filtering * Visual representation using charts |
| 1. Electronic presentation concepts may include but are not limited to: | * Creating slides * Editing slides * Formatting slides * Applying slide effects and transitions * Creating and playing slideshows * Saving presentations * Printing slides and handouts |
| 1. Internet services may include but are not limited to: | * Communication Services * Information Retrieval Services * File Transfer * World Wide Web Services * Web Services * Directory Services * Automatic Network Address Configuration * News Group * Ecommerce |
| 1. Internet access applications/software may include but are not limited to: | * Browsers * Email Apps * E Commerce Apps |
| 1. Online collaboration tools may include but are not limited to: | * Online Storage * Online productivity applications * Online meetings, * Online learning environments, * Online calendars * Social networks |
| 1. Data protection and privacy may include but not limited to: | * Confidentiality of data/information * Integrity of data/information * Availability of data/information |
| 1. Internet security threats may include but not limited to: | * Malware attacks * Social engineering attacks * Software supply chain attacks * Advanced persistent threats (APT) * Distributed denial of service (DDoS) * Man-in-the-middle attack (MitM) * Password attacks * IoT Attacks * [Phishing Attacks](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#phishing-attacks) * [Ransomware](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#ransomware) |
| 1. Security threats control measures may include but not limited to: | * Counter measures against cyber terrorism * Physical Controls * Technical/Logical Controls * Operational Controls |
| 1. Online job platforms may include but are not limited to: | * Remotask * Data annotation.tech * Cloudworker * Upwork * Oneforma * Appen |
| 1. Job opportunities may include but not limited to: | * Self-employment * Service provision * product development * salaried employment |
| 1. Certificates and testimonialsmay include but not limited to: | * Academic credentials * Letters of previous employments/ services rendered * Letters of commendation * Certifications of participation * Awards |
| 1. Interview skills may include but not limited to: | * Listening skills * Grooming * Language command * Articulation of issues * Body language * Time management * Honesty * Generally knowledgeable in current affairs and technical area |

**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:

* Computer Hardware and Software Concepts
* Computer Security Concepts (Data security and privacy)
* Cyber security threats and control measures
* Understanding Computer Crimes
* Detection and protection against computer crimes
* Laws governing protection of ICT in Kenya
* Digital Identity Management
* Netiquette Principles
* Fundamentals of Copyright and Licenses
* Word processing;

Functions and concepts of word processing;

Documents and tables creation and manipulations;

Document editing;

Document formatting;

Word processing utilities

* Spreadsheets;

Meaning, types and importance of spreadsheets;

Components of spreadsheets;

Functions, formulae, and charts, uses and layout;

Data formulation, manipulation and application to cells;

Editing & formatting spreadsheets;

* Presentation Packages;

Types of presentation Packages.

Creating, formulating, running, editing, printing and presenting slides and handouts

* Networking and Internet;

Internet connectivity.

Browser and digital content management;

Managing data, information, and digital content

Electronic mail and World Wide Web

* Fundamentals of Online Working;

Online Profile Management;

e-Portfolio Management;

Online Jobs Bidding;

Online Payment Systems;

* Job entry techniques

Job searching sites

Interview preparation skills

Interview handling

**Required skills**

The individual needs to demonstrate the following skills:

* Active listening
* Keyboard Skills
* Mouse Skills
* Analytical skills
* Creativity
* Interpretation Skills
* Communication
* Spreadsheet operations (applying fundamental operations such as addition, subtraction, division and multiplication)
* Computer Use Safety Skills
* Document Editing Skills
* Document Formatting Skills
* Document Printing Skills
* Netiquette Skills
* Internet Browsing Skills
* Problem Solving Skills
* Online Collaboration Skills
* Cybersecurity Skills
* CV writing
* grooming

**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. Operated computer devices as per workplace policies and regulations.   2. Solved tasks using the office suite as per workplace policies and regulations.   3. Manage data and information as per workplace policies and regulations.   4. Performed online communication and collaboration as per workplace policies and regulations.   5. Applied cybersecurity skills in accordance with workplace policies and regulations.   6. Executed online tasks according to the job requirements.   7. Searched for job opportunity based on competencies.   8. Prepared job requirement documentations based on job opportunity.   9. Demonstrated interview skills based on the job opportunity. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant work environments where assessment can take place.   3. Resources relevant to the proposed activities or task. |
| 1. Methods of assessment | Competency in this unit may be assessed through:   * 1. Observation   2. Oral assessment   3. Portfolio of evidence   4. Interviews   5. Third party report   6. Written assessment   7. Practical assessment   8. Projects |
| 1. Context of assessment | Competency may be assessed:   * 1. Workplace or simulated workplace. |
| 1. Guidance information for assessment | * 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**APPLY PRINCIPLES OF FOOD SCIENCE AND NUTRITION**

**UNIT CODE: 0915** 451 **07A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply principles of food science and nutrition. It involves application of knowledge of food composition, application of knowledge of nutritional deficiency and disorders, application of organic chemistry in food production and application of knowledge of food micro-biology.

It is applicable in 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. Apply knowledge of food composition | * 1. ***Food components*** are identified as per food composition data base.   2. Nutrients functionality is applied as per recommended dietary reference intake.   3. ***Nutritional requirement*** is identified as per food pyramid.   4. Knowledge of functions of food is applied as per nutritional needs of clients   1.5Knowledge on ***Macro and micro nutrients*** is applied as per nutritional needs of clients.   * 1. Balanced meal plans are designed as per client nutritional needs. |
| 1. Apply knowledge of nutritional deficiency and disorders | * 1. ***Digestion*** of foods in the GIT is analysed as per work requirement.   2. Knowledge on digestion, absorption and utilisation of nutrients is applied in food production and service as per work requirement.   3. ***Nutritional deficiency diseases*** are analysed as per work procedure. |
| 1. Apply knowledge of organic chemistry in food production | 1. Knowledge of nutrients in food composition is applied as per work requirement. 2. Knowledge of ***functional groups*** within atoms and molecules in food composition is applied as per work requirements 3. Knowledge of ***hydrocarbons*** reaction mechanism is applied as per work requirement. 4. Knowledge of organic reactions in cooking is applied as per work requirements 5. Knowledge of chemical reactions in food quality and safety is applied as per work requirement. knowledge of organic chemistry in food production |
| 1. Apply knowledge of food micro-biology | 1. Knowledge of ***contamination*** in food is applied as per healthy and safety requirement. 2. Knowledge of ***food spoilage*** is applied as per food safety requirement. 3. Knowledge of ***food poisoning*** is applied as per healthy and safety requirement. 4. ***Guidelines of food preservation*** are applied as per hygiene and food safety requirement.    1. ***Food laws*** are applied as per food, drugs and substance act chapter 254. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. ***Nutritional needs*** may include but are not limited to: | * Macro-nutrients * Micro-nutrients * Water * Fibre |
| 1. Macro and micro nutrients may include but are not limited to: | * Macro - carbohydrates   + Proteins   + Fats   + Water * Micro   + vitamins   + Minerals |
| 1. Digestionmay include but not limited to: | * Liquids( water, juices) * Fruits and vegetables( raw fruits, cooked fruits) * Carbohydrates * Proteins * Fats * Dairy * Mixed meals |
| 1. Nutritional deficiency diseases / may include but not limited to: | * Kwashiorkor * Marasmus * Scurvy * Anemia * Night blindness * beriberi * Rickets   + Osteomalacia |
| 1. Functional groups in foods may include but not limited to: | * Hydroxyl group ( -OH) * Carboxyl group (-COOH) * Amine group (-NH2) * Carbonyl group (C=O) * Phosphate group (-PO4)   + Ester group (-COO-) |
| 1. Hydrocarbons in foods may include but not limited to: | * Hydrocarbon in fats and oils * Hydrocarbons in Maillard reaction * Hydrocarbons in caramelization * Hydrocarbons in smocking and grilling * Hydrocarbons in frying * Hydrocarbons in baking and roasting   + Hydrocarbons in food preservation. |
| 1. Food contamination may include but not limited to: | * Microbial contamination * Chemical contamination   + Physical contamination |
| 1. Food spoilage may include but not limited to: | * Microbial spoilage * Enzymatic spoilage * Chemical spoilage * Physical spoilage   + Natural spoilage |
| 1. Food poisoning may include but not limited to | * Bacterial food poisoning * Viral food poisoning * Parasitic food poisoning * Food bone toxins * Chemical food poisoning |
| 1. Guidelines of food preservation may include but not limited to: | * General hygiene practice * Methods of food preservation * Storage guidelines * Special considerations * Safety practices * Nutritional consideration. |
| 1. Food lawsmay include but not limited to: | * Food safety and hygiene regulations * Food service standards * Licensing and inspection requirement * Hazard analysis and critical control points. * Environmental healthy and waste management. |

**REQUIRED SKILLS AND KNOWLEDGE**

The individual needs to demonstrate knowledge of:

**Knowledge**

* Nutrition and disease
* Anatomy and physiology
* Food nutrient interaction
* Food safety and hygiene
* Food safety and hygiene
* Menu planning and presentation
* Allergen awareness
* Food preservation
* Legal and ethical responsibilities
* Waste management
* Sustainable waste management

**Skills**

The individual needs to demonstrate the following skills:

* Communication skills
* Information technology skills
* Nutritional analysis skills
* Food science application skills
* Menu development skills
* Cooking techniques for nutritional retention
* Food safety and quality assurance skills.
* Research and analytical skills
* Problem solving and innovation skills
* Sustainability and waste reduction skills.

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. 1.1 Food components are identified as per food composition data base. 2. Nutrients functionality is applied as per recommended dietary reference intake. 3. Nutritional requirementis identified as per food pyramid. 4. Knowledge of functions of food is applied as per nutritional needs of clients 5. Balanced meal plans are designed as per client nutritional needs. 6. Knowledge on digestion, absorption and utilisation of nutrients is applied in food production and service as per work requirements. 7. Nutritional deficiency diseases are analysed as per work procedure 8. Knowledge of organic reactions in cooking is applied as per work requirements 9. Knowledge of chemical reactions in food quality and safety is applied as per work requirement 10. Knowledge of organic chemistry in food production knowledge of ***contamination*** in food is applied as per healthy and safety requirement. 11. Knowledge of ***food spoilage*** is applied as per food safety requirement. 12. Knowledge of ***food poisoning*** is applied as per healthy and safety requirement. 13. ***Guidelines of food preservation*** are applied as per hygiene and food safety requirement. 14. ***Food laws*** are applied as per food, drugs and substance act chapter 254 |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant assessment environment. |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical 2. Project 3. Third party report 4. Portfolio of evidence 5. Written tests 6. Oral questioning |
| 1. Context of Assessment | 4.1 Competency may be assessed in a training institution, workplace or in a simulated workplace. |
| 1. Guidance information for assessment | 5.1 Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

**SERVE FOOD AND BEVERAGE**

**UNIT CODE: 1013 451 08A**

**UNIT DESCRIPTION:**

This unit describes competencies required to serve food and beverage. It involves performing mis-en-scene, mis-en-place and 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 mis-en-place | * 1. ***Service equipment and materials*** are collected and assembled as per menu.   2. Service equipment are polished as per service /work procedure.   3. Sideboards are stocked as per service method. |

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|  | * 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 |

**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 |
| ***2. 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 |
| 3 .***Resources*** in service may include but not limited to: | * Fuel * Water * Energy * Food commodities * Time * Big five e.g. lighter, opener ,notebook and pen, |
| 4. ***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 |
| 8.. ***Menu*** may include but not limited to: | * Ala carte menu * Table d’hôtel menu * Cyclic menu * Children menu |
| 9. ***Covers*** may include but not limited to: | * Standard cover * Ala carte cover * Table d’hôtel cover. |
| 10. ***Beverages*** may include but not limited to: | * Alcoholic * Non-alcoholic * Hot * Cold |
| 11. ***Methods of service*** may include but not limited to: | * Silver service * Plate service * Gueridon service * Buffet service * Cafeteria * Specialized service |
| 12. ***Billing*** may include but | * Bill with order |

|  |  |
| --- | --- |
| not limited to: | * Bill as check * Voucher * Deferred account * No charge * Separate bill * Prepaid |
| 13. ***Order*** may include but not limited to: | * Special check * Duplicate * Triplicate |
| 14***. Linens*** may include but not limited to: | * Table cloth * Slip cloths * Naperon * Molton * Table napkins * Skirting cloth * Glass cloth * Tray cloth/ Waiter’s cloth |
| 15. ***Waste*** may include but not limited to: | * Liquid * Solid * Bio degradable * Non bio degradable |

**REQUIRED KNOWLEDGE AND SKILLS**

**Required knowledge**

The individual needs to demonstrate knowledge of:

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

**Required Skills**

The individual needs to apply the following skills:

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

**EVIDENCE GUIDE**

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

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

**PERFORM FOOD AND BEVERAGE SERVICE TECHNIQUES**

**UNIT CODE:** 1013 **451** 09A

**UNIT DESCRIPTION:**

This unit describes competencies required to perform food and beverage service techniques. It involves performing food and beverage service technical skills, carrying out table service, carrying out self-service and carrying out assisted service.

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 451 10A**

**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. |
| Apply Entrepreneurial Concepts in Mocktails and Cocktail Sales | 4.1 Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship  4.2 ***Characteristics of Entrepreneurs*** are identified as per principles of Entrepreneurship  4.3 ***Requirements for entry into self-employment*** are identified according to business procedures and standards  4.4 Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards  4.5Contributions of entrepreneurship to National development are identified as per business procedures and standards |

**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.

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| --- | --- |
| **Variable** | **Range** |
| * + - 1. ***Garnishes*** may include but not limited to: | * Lemon wheels * Lemon twists * Orange slices * Sugar and sugar ring * Jelly crystals |
| * + - 1. ***Mocktail making methods*** may include but not limited to: | * Shaking * Stirring * Layering * Building |
| * + - 1. ***Mocktails*** may include but not limited to: | * Shirley temple * Virgin mojito * Virgin colada |
| * + - 1. ***Cocktails*** may include but not limited to: | 1. Blood Mary 2. Screw driver 3. Whisky sour  * Pink gin * Old fashioned * Pinacolada |
| * + - 1. ***Mocktails and Cocktails glasses*** may include but not limited to: | 1. Tom Collins glass 2. Cosmopolitan glass 3. Martini glass 4. Brandy balloon 5. Highball 6. Paris goblet glass 7. Flute 8. Champagne saucer. 9. Whisky glasses |
| * + - 1. ***Post service duties*** may include but not limited to: | * Taking closing bar stock * Cleaning equipment and surfaces * Drying equipment * Storing equipment * Waste disposal |
| * + - 1. ***Characteristics of Entrepreneurs*** may include but not limited to: | * Creative * Innovative * Planner * Risk taker * Networker * Confident * Flexible * Persistent * Patient * Independent * Future oriented * Goal oriented |
| * + - 1. ***Requirements for entry into self-employmen***t may include but not limited to | * Technical skills * Management skills * Entrepreneurial skills * Resources * Infrastructure |

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge**

The individual needs to demonstrate knowledge of:

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

**Required skills**

The individual needs to demonstrate the following skills:

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

**EVIDENCE GUIDE**

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

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

**MODULE FOUR**

**APPLY COMMUNICATION SKILLS**

**UNIT CODE:** 0031 451 11A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate communication skills. It involves applying communication channels, written, non-verbal, oral, and group communication skills.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes that make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| --- | --- |
| 1. Apply communication channels | 1. Specific communication channels are identified and applied based on workplace requirements. 2. Challenges are identified and addressed as per the operational standards of the organization. 3. Communication channels are evaluated to meet workplace needs. |
| 1. Apply written communication skills | * 1. Types of written communication are identified and applied according to the workplace requirements.   2. Written communication needs are identified and implemented according to workplace procedures.   3. Written communication guidelines are analyzed, evaluated, and revised based on workplace needs. |
| 1. Apply non-verbal communication skills | 3.1 Existing non-verbal communication techniques are identified and applied based on organization policy.  3.2 Non-verbal communication techniques are articulated and modeled to enhance inclusivity according to workplace requirements. |
| 1. Apply oral communication skills | 4.1 Types of oral communication are identified and established as per organization policy.  4.2 Pathways of oral communication are identified and established as per organization policy.  4.3 Pathways of oral communication are reviewed according to organization procedures.  4.4 Pathways of oral communication are maintained according to the organization standards. |
| 1. Apply group communication skills | 1. Group communication strategies are appliedbased on the workplace needs. 2. Groups are organized in accordance with workplace procedures. 3. Effective questioning, listening and non-verbal communication techniques are used as per needs.   5.4 Group communication challenges are identified and addressed according to the workplace needs. |

**RANGE**

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

| **Variable** | **Range** |
| --- | --- |
| 1. Communication strategies may include but are not limited to: | * Language switch * Comprehension check * Repetition * Asking confirmation * Paraphrasing * Clarification request * Translation * Restructuring * Generalization |
| 1. Effective group interaction may include but not limited to: | * Identifying and evaluating what is occurring within an interaction in a non-judgmental way. * Using active listening. * Making decision about appropriate words, behavior. * Putting together response which is culturally appropriate. * Expressing an individual perspective. * Expressing own philosophy, ideology and background and exploring impact with relevance to communication |
| 1. Situations may include but are not limited to: | * Establishing rapport * Eliciting facts and information * Facilitating resolution of issues * Developing action plans |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Active listening
* Interpretation
* Negotiation
* Writing
* Oral skills
* Creative thinking
* Critical thinking
* Decision making
* Analytical
* Innovation
* Conflict skills
* Leadership
* Problem solving skills
* Management
* Organizational
* Teamwork

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Communication process
* Dynamics of groups
* Styles of group leadership
* Key elements of communications strategy
* Principles of effective communication
* Turn-taking techniques
* Conflict resolution techniques
* Work planning
* Work organization
* Company policies
* Company operations and procedure standards
* Fundamental rights at the workplace
* Personal hygiene
* Accountability
* Workplace problems and how to deal with them

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of Competency. | Assessment requires evidence that the candidate:   * 1. Identified and applied specific communication channels based on workplace requirements.   2. Identified and applied specific written communication correspondence according to the workplace requirements.   3. Applied and developed non-verbal strategies to communicate in all areas of the workplace requirements.   4. Established pathways of oral communication as per workplace policy.   5. Applied group communication strategies based on workplace needs. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place. 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   * 1. Observation   2. Oral assessment   3. Portfolio of evidence   4. Interviews   5. Third party report   6. Written assessment   7. Practical assessment   8. Projects |
| 1. Context of Assessment | Competency may be assessed:   1. On-the-job 2. In a simulated work environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**APPLY WORK ETHICS AND PRACTICES**

**UNIT CODE:** 0417 451 12A

**UNIT DESCRIPTION**

This unit covers competencies required to effectively apply work ethics and practices. It involves the ability to: conduct self-management, promote ethical work practices and values, promote teamwork, manage workplace conflicts, maintain professional and personal development, apply problem-solving and promote customer care.

**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 Range*** |
| --- | --- |
| 1. Apply self-management skills | 1. Personal vision, mission and goals are formulated based on potential and concerning organization objectives and strategic plan 2. Self-esteem and a positive self-image are developed and maintained based on value 3. Emotional intelligence and stress management are demonstrated as per workplace requirements. 4. Assertiveness is developed and maintained based on the requirements of the job. 5. Accountability and responsibility for one's actions are demonstrated based on workplace instructions. 6. Time management, attendance and punctuality are observed as per the organization’s policy. 7. Personal goals are managed as per the organization’s objective 8. Self-strengths and weaknesses are identified based on personal objectives 9. Motivation, initiative and proactivity are utilized as per the organization policy 10. Individual performance is evaluated and monitored according to the agreed targets. |
| 1. Promote ethical work practices and values | 1. Integrity is demonstrated as per acceptable norms 2. Codes of conduct is applied as per the workplace requirements 3. Policies and guidelines are observed as per the workplace requirements 4. Professionalism is exercised in line with organizational policies |
| 1. Promote Team work | 3.1 ***Teams*** are formed to enhance productivity based on organization’s objectives  3.2 Duties are assigned to teams under the organization policy.  3.3 Team activities are managed and coordinated as per set objectives.  3.4 Team performance is evaluated based on set targets as per workplace policy.  3.5 ***Conflicts*** are resolved between team members in line with organization policy.  3.6 Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy.  3.7 Healthy ***relationships*** are developed and maintained in line with the workplace.  3.8 Adaptability and flexibility are applied in dealing with team members as per workplace policies |
| 1. Maintain professional and personal development | 4.1 ***Personal growth and development*** needs are identified and assessed in line with the requirements of the job.  ***4.2 Training and career opportunities*** are identified and utilized based on job requirements.  4.3 ***Resources*** for training are mobilized and allocated based on organizations and individual skills needs.  4.4 Licenses and certifications relevant to the job and career are obtained and renewed as per policy.  4.5 Recognitions are sought as proof of career advancement in line with professional requirements.  4.6 Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives.  4.7 Dynamism and on-the-job learning are embraced in line with the organization’s goals and objectives. |
| 1. Apply Problem solving skills | 5.1 ***Creative, innovative*** and practical solutions are developed based on the problem  5.2 Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job.  5.3 Team problems are solved as per the workplace guidelines  5.4 Problem-solving strategies are applied as per the workplace guidelines  5.5 Problems are analyzed and assumptions tested as per the context of data and circumstances |
| 1. Promote Customer Care | 6.1 Customers' needs are identified based on their characteristics  6.2 Customer ***feedback*** is allowed and facilitated in line with organization policies.  6.3 Customer concerns and complaints are analyzed and resolved in line with the set organizational culture.  6.4 Proactive customer outreach programs are implemented as per organizational policies  6.5 Customer retention strategies are developed and implemented in line with the organizational 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. Feedback may include but not limited to: | * Verbal * Written * Informal * Formal |
| 1. Conflicts include but are not limited to: | * Interpersonal Conflict. * Intrapersonal Conflict. * Intergroup Conflict. * Intragroup Conflict. |
| 1. Relationships may include but not limited to: | * Man/Woman * Trainer/trainee * Employee/employer * Client/service provider * Husband/wife * Boy/girl * Parent/child * Sibling relationships |
| 1. Team may include but not limited to: | * Small work group * Staff in a section/department * Inter-agency group * Virtual teams |
| 1. Personal growth may include but not limited to: | * Growth in the job * Career mobility * Gains and exposure the job gives * Net workings * Benefits that accrue to the individual as a result of noteworthy performance |
| 1. Personal objectives may include but not limited to: | * Long term * Short term * Broad * Specific |
| 1. Trainings and career opportunities may include but not limited to | * Participation in training programs * Serving as Resource Persons in conferences and workshops * Capacity building |
| 1. Resource may include may but not limited to: | * Human * Financial * Technology |
| 1. Creative and innovative may include but not limited to: | * New ideas * Original ideas * Different ideas * Methods/procedures * Processes * New tools |
| 1. Emerging issues may include but not limited to: | * Artificial Intelligence * Data confidentiality * National cohesion * Open offices |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Active listening
* Critical thinking
* Organizational
* Negotiation
* Monitoring
* Evaluation
* Problem solving
* Decision Making
* Leadership
* Creative/innovative thinking
* Adaptability
* Conflict management
* Emotional intelligence
* Teamwork
* **Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies and procedures
* Company operations, procedures and standards
* Flexibility and adaptability
* Concept of time and leisure time
* Decision making
* Work planning
* Organizing work
* Monitoring and evaluation
* Record keeping
* Gender and diversity mainstreaming
* Drug and substance abuse
* Professional growth and development
* Creativity
* Innovation
* Problem solving
* Customer care
* Mentoring and coaching.
* Emerging issues

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment require evidence that the candidate:   * 1. Applied self-management skills as per organizational procedures.   2. Promoted ethical practices and values as per organizational procedures.   3. Promoted Teamwork as per workplace assignments.   4. Maintained professional and personal development as per organizational procedures.   5. Applied Problem-solving skills based on work requirements.   6. Identified customer needs based on their characteristics.   7. Gave back Customer feedback in line with organization policies. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of Assessment | Competency may be assessed:   1. On-the-job 2. In a simulated work environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**PERFORM FOOD AND BEVERAGE COST CONTROL**

**UNIT CODE:** 0413 451 13A

**Unit Description**

This unit specifies the competencies required to perform food and beverage cost control. It involves performing food and beverage purchasing and receiving procedures, performing food and beverage store keeping procedures, performing food and beverage costing and pricing procedures, performing food and beverage labor cost control and preparation of food and beverage budgets.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **Element**  *These describe the key outcomes which make up workplace function.* | **Performance Criteria** Identify the purpose of accounting in business  *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 purchasing and receiving procedures | 1. ***A purchase requisition is*** prepared as per user department needs. 2. Suppliers are identified as per workplace policy. 3. Purchase orders are prepared as per requisition. 4. Food and beverage materials are received as per work procedures |
| 2. Perform Food and beverage store keeping procedures | * 1. Procured Food and beverage materials are recorded as per work procedure.   2. Coding of Food and beverage materials is carried out as per storage requirements.   3. Valuation of Food and beverage materials is carried out as per ***material valuation methods.***   4. Food and beverage materials are issued as per work procedure.   5. ***Stock-taking is*** carried out as per work procedure. |
| 3. Perform Food and beverage costing and pricing procedures | * 1. .Costing of Food and beverage material is carried out as per work policy.   2. Prices of Food and beverage products and services are established as per work procedure.   3. Pricing adjustments are performed as per market dynamics. |
| 4. Perform Food and beverage labor cost control | * 1. Control of ***staff cost*** is carried out as per work policy   2. ***Staff performance*** is reviewed as per work procedure.   3. Employee remuneration is carried out as per work policy   4. Incentives are awarded as per work policy. |
| 5.Prepare Food and beverage budgets | * 1. Food and beverage budget planis prepared as per work policy.   2. Food and beverage budget estimatesareprojected as perwork policy.   3. Food and beverage expenses are projected as per work policy   4. Food and beverage ***budget*** reportsare prepared as per work policy   5. Food and beverage budget estimates is reviewed as per organization requirement. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range**  ***May include but not limited to:*** |
| Purchase requisitions | * Food requisition * Beverage requisition * Housekeeping requisition * Laundry requisition |
| Material valuation methods. | * FIFO * LIFO * Simple average * Actual purchase price * Standard price |
| Stock-taking | * Continuous stocktaking * Annual stock taking * Periodic stocktaking |
| Staff cost | * Salaries and wages * Bonuses and commissions * Employee benefits |
| Staff performance | * Work schedules * Competency * Time management * Productivity level |
| Budget | * Capital budgets * Operation budgets * Fixed budgets * Flexible budgets * Departmental budgets * Master budgets |

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge**

The individual needs to apply knowledge of:

* Purchasing
* Receiving
* Storing and issuing
* Food and beverage knowledge
* Store-keeping equipment
* Departments related to the control department
* Foods in season
* Book keeping

**Required skills**

The individual needs to apply the following skills:

* Communication skills
* Numeracy Skills
* Digital literacy
* Sound product knowledge
* Confidence
* Creativity/Innovation
* Problem solving
* Critical thinking

**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. Prepared purchase requisitions from user department as per work procedure. 2. Identified suppliers as per work procedure. 3. Prepared purchase orders as per requisition. 4. Received food and beverage materials as per work procedures. 5. Coded food and beverage materials as per storage requirements. 6. Issued food and beverage materials as per work procedure. 7. . Costed food and beverage material as per work policy. 8. Priced food and beverage products and services are established as per work procedure. 9. Controlled staff cost as per work policy. 10. Prepared food and beverage budget reports as per work policy |
| 1. Resource implications | The following resources should be provided:  2.1 Appropriately simulated environment where assessment can take place  2.2 Access to relevant work environment  2.3 Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. 3. Practical 2. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| 1. Context of assessment | * 1. Competency may be assessed in workplace or in a simulated workplace setting |
| 1. Guidance information for assessment | 5.1Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**PERFORM BAR KEEPING OPERATIONS**

**UNIT CODE: 1013 451 14A**

**UNIT DESCRIPTION:**

This unit describes competencies required to perform bar keeping operations. It involves Carry out bar-opening operations, serve alcoholic and non-alcoholic beverages, prepare cocktails and mock tails beverages, carry out cigar service, and carry 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. Perform bar-opening duties. | 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. Prepare and 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 is assembled as per beverage order. 5. Beverage is presented as per service procedure. 6. Beverage service equipment is cleared 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 is 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 |
| 3. **Beverage list** may include but not limited to: | 1. Beer list 2. Coffee list 3. Cocktail list  * Mock tail list * Wine list * Soft drink list |

**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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Donned food and beverage ppes as per work requirement.   2. Cleaned bar surfaces as per cleaning procedure.   3. Set up bar display and work area as per bar service style.   4. Took bar opening stock as per work procedure.   5. Selected, assembled and cleaned as bar tools and equipment per work procedure.   6. Selected and assembled bar supplies as per work procedure.   7. Welcomed guests are per service procedure   8. Presented beverage list as per the service procedure.   9. Took beverage order as per service procedure.   10. Assembled beverage service equipment as per beverage order.   11. Presented beverage as per service procedure.   12. Cleared beverage service equipment as per service procedure.   13. Presented cigar list as per service procedure.   14. Took cigar order as per service procedure.   15. Served cigar as per service procedure.   16. Presented guest bill as per work procedure.   17. Prepared bar sales summary sheet as per service procedure   18. Disposed bar waste as per work place policy |
| 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. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| Context of assessment | 1. This competency may be assessed in a training institution, workplace or a simulated workplace. |
| Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**PERFORM BANQUET AND EVENTS OPERATIONS**

**UNIT CODE: 1013 353 15A**

**UNIT DESCRIPTION**

This unit describes competencies required to perform banquet and events operations. It involves carrying out mis en scene, mis 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***.   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 events and operations | * 1. Guests are welcomed and seated as per service procedure   2. Food and beverages are served as per ***method of service***   3. Clearing is done as per service /work procedure.   4. Billing is done as per service /work procedure. |
| 1. Perform post banqueting tasks | * 1. Linen is stripped and sorted appropriately   2. Tools, equipment and materials are cleaned and dried as per work procedure.   3. Tools and equipment are stored appropriately   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. 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 type may include but not limited to; | * Wooden floor * Tiled floor * Terrazzo floor * Carpeted floor |
| 1. Furniture may include but not limited to; | * Tables * Chairs * Sideboard |
| 1. Event may include but not limited to: | * Weddings * Birthdays * Anniversaries * Burials * Baby shower * Meetings * Exhibitions * Incentives * Conferences |
| 1. Décor may include but not limited to; | * Floral * Wall hangings * Wall paintings * Carvings * Lighting’s * Drapery |
| 1. Service equipment and materials may include but not limited to; | * Cutlery * Crockery * Flatware * Hollowware * Glassware |
| 1. Linen may include but limited to; | * Tablecloth * Skirting * Molton * Slip cloth * Buffet cloth * Napkins * Seat covers |
| 1. Table accompaniment may include but not limited to; | * Cruets- salt shaker, pepper shaker * Table numbers * Menu cards * Flower vase * Tooth pick |
| 1. Covers may include but not limited to; | * Standard * Table d’hôtel * Alacarte |
| 1. Method of service may include but not limited to; | * Plate * Silver * Buffet * Specialized * cafeteria |

**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 | * 1. 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 | * 1. Competency in this unit may be assessed through: * Practical * Written test * Portfolio of evidence * Projects * Oral test |
| 1. Context of assessment | * 1. This competency may be assessed in a training institution 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. |