

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**CATERING AND ACCOMMODATION MANAGER**

**LEVEL 6**

**OS ISCED CODE: 1013 554A**

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**FOREWORD**

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

Reforms in the education sector were necessary for the achievement of the provisions of the Constitution of Kenya 2010, Medium Term Plan (MTP) (IV), the government Bottom-up Economic Transformation Agenda (BETA) Model and Kenya Vision 2030. Aligning the education sector to the Constitution resulted in the formulation of Sessional Paper No. 1 of 2019, the Policy Framework for Reforming Education and Training. A key feature of this policy is the radical change in the design and delivery of the TVET programmes. The reforms include TVET to be competency based, curriculum development be industry led, certification be based on demonstration of competence and allowing for multiple entry and exit in TVET programmes.

These reforms underscore the need for close collaboration with industry stakeholders, ensuring that industry curricula address current and emerging skills demands. It is within this framework that **……** has developed the **Level 6 catering accommodation manager occupational standard** to bridge existing skill gaps and respond effectively to industry needs.

I am confident that this occupational standard will contribute significantly to the development of a highly skilled and competent workforce in the hospitality industry, ultimately driving Kenya's sustainable industrial growth and development

**………..**

**PREFACE**

The role of Technical and Vocational Education and Training (TVET) in driving sustainable development and industrial transformation cannot be overstated. In a world driven by rapid technological advancements, it is imperative that the education and training systems remain dynamic, responsive, and aligned with industry needs. The development of the **catering and accommodation manager Level 6 occupational standard** by ….. is a significant step towards achieving this goal.

The TVET Act CAP. 210A, Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya, emphasizes the need toreform curriculum development, assessment and certification. This resulted in a shift to Competency Based Skilling (CBS) to address the skill mismatch between training and skills needed by industry as well as increase the global competitiveness of the Kenyan work force.

This occupational standard has been developed by trainers from …. in conjunction with other national polytechnics and experts in the hospitality industry

The occupational standard is designed and organized to include an outline of learning outcomes; suggested delivery methods, training/learning resources and methods of assessing the trainee’s achievement. It allows for multiple entry and exit into the course.

I am grateful to the Council Members, Council Secretary, Hospitality industry experts, ….. trainers and all those who participated in the development of this occupational standard.

**………**

**ACKNOWLEDGMENT**

The successful development of the catering and accommodation manager Level 6 occupational standard was a result of collaborative efforts and invaluable contributions from various stakeholders. I extend my deepest gratitude to the hospitality industry for their unwavering support and insight into the current and future skills required in this rapidly evolving sector.

I recognize with appreciation the role of industry experts who dedicated their time and expertise to ensure this curriculum meets the demands of the hospitality field. Their guidance has been instrumental in creating a program that is both practical and aligned with industry standards.

I also wish to acknowledge the subject matter experts for their commitment to ensuring the curriculum is academically robust and competency-based. Their efforts have been pivotal in bridging the gap between theoretical knowledge and practical application.

Finally, I express my sincere appreciation to the TVET Authority (TVETA) for their guidance, oversight, and dedication throughout the development process. Their commitment to upholding quality and relevance in TVET education has been a cornerstone of this initiative.

To all who contributed in one way or another, your efforts have ensured that this occupational standard will serve as a benchmark for excellence in training and a pathway for producing highly skilled professionals in the telecommunication technology sector.

**……..**

**………**

**ACRONYMS**

CBS : Competency Based Skilling

CD : Compact Disc

CV : Curriculum Vitae

CPU : Central Processing Unit

DVD : Digital Versatile Disks

DVI : Digital Visual Interface

TV : Television

HDMI : High-Definition Multimedia Interface

HACCPs : Hazard Analysis and Critical Control Points

HSE : Health, safety and Environment principles and requirements

OSH : Occupational Safety and Health

PIN : Personal Identification

PPE : Personal Protective Equipment

RAM : Random Access Memory

SWOT : Opportunities weaknesses strength and threats

TVETA : Technical Vocational Education and Training Authority

TVET : Technical Vocational Education and Training

VGA : Video Graphics Array

USB : Universal Serial Bus

FIFO : First In First Out

LIFO : Last In First Out

RDA : Recommended Dietary Allowance

**KEY TO UNIT CODE**



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**OCCUPATIONAL STANDARD OVERVIEW**

The Catering and Accommodation Manager Level 6 occupational standard consist of competencies that a person must achieve to work as a Catering and Accommodation Managerin the hospitality industry. The core competencies include: applying principles of food science and nutrition, applying diet therapy, performing catering and accommodation cost control, performing accounting operations, applying marketing skills, preparing starters and starter accompaniments, main meal, desserts and bakery products, specialty dishes, service of food and beverages, performing bar keeping operations, guest house front office operations, housekeeping operations, laundry operations, executing banquets and events and managing catering and accommodation operations.

**SUMMARY OF UNITS OF COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Units Title** |
| 1013 551 01A | Perform Front Office Operations |
| 1013 551 02A | Perform Laundry Operations |
| 1013 551 03A | Perform Housekeeping operations |
| 1013 551 04A | Perform Housekeeping Interior Decorations operations |
| 0611 551 05A | Apply Digital Literacy |
| 0915 551 06A | Apply Principles of Food Science and Nutrition |
| 1013 551 07A | Prepare Starters and Starter Accompaniments |
| 1013 551 08A | Prepare Main Meal |
| 1013 551 09A | Prepare Desserts and Bakery Products |
| 1013 551 10A | Perform Bar Keeping Operations. |
| 0031 441 11A | Apply Communication Skills |
| 0417 541 12A | Apply Work Ethics and Practices |
| 0413 551 13A | Perform Catering and Accommodation Costing and Control |
| 1013 551 14A | Prepare Specialty Dishes |
| 1013 551 15A | Serve Food and Beverages |
| 0915 551 16A | Apply Diet Therapy |
| 0411 551 17A | Perform Accounting Operations |
| 1013 551 18A | Execute Banquet and Events |
| 0413 541 19A | Apply Entrepreneurial Skills |
| 0414 551 20A | Apply Marketing Skills |
| 0541 551 21A | Undertake Hospitality Research |
| 1013 551 22A | Manage Catering and Accommodation Operations. |

**MODULE ONE**

## MANAGE FRONT OFFICE OPERATIONS

**UNIT CODE: 1013 551 01A**

**UNIT DESCRIPTION:**

This unit describes competencies required to manage front office operations. It involves managing guest reservation, conducting guest check-in procedure, managing guest occupancy and conducting guest check-out procedure.

The unit is applicable in the hospitality industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which 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. Manage guest reservation | * 1. Guest ***reservation*** request is received and recorded as per organization procedure.   2. Guest ***room type*** is identified as per guest’s preference.   3. Guest ***special request*** is recorded as per guest preference.   4. Reservation confirmation is made as per organization procedure. |
| 1. Conduct guest Check-in procedure. | * 1. Guest is received and registered as per organization procedure.   2. ***Guest*** account is opened as per organization procedure.   3. Room is allocated as per reservation record.   4. Guest is informed about amenities and facilities available as per organization procedure.   5. Guest is issued with the room ***key/card*** as per organization procedure.   Guest is escorted to the room as per organization procedure. |
| 1. Manage guest occupancy | 3.1 Guest communication is handled as per organization procedure.  3.2 ***Guest services*** are managed as per guest preference.  3.3 Guest account is updated as per organization procedure. |
| 1. Conduct guest check- out procedure. | * 1. Guest feedback is recorded as per organization procedure.   2. Guest is presented with ***bill*** as per organization procedure.   3. Guest account is settled as per organization procedure.   4. Guest history ***record*** is updated as per organization procedure.  1. Guest luggage is handled as per organization 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. ***Reservation*** may include but not limited to | * Guaranteed reservations * Non-guaranteed reservations * Group reservations |
| * 1. ***Room*** ***type*** may include but not limited to: | * + Single room   + Double rooms   + Twin rooms   + V.I.P rooms   + Cottages   + Airbnb   + Deluxe rooms |
| * 1. ***Record*** may include but not limited to: | * + Arrival list   + Room availability chart   + Registration card   + Blacklist   + Reservation records   + Booking vouchers   + Stay records   + Billing records   + Feedback and complaints records. |
| * 1. ***Guest services*** may include but not limited to: | * Front desk services * Business services * Housekeeping * Room service * Food and beverage service * Wellness and fitness service * Security and safety services   + Entertainment activities |
| * 1. ***Guest*** may include but not limited to: | * Walk in guest * Reserved guest * No show guest * Skipper guest * Online travel agency guests. * Free independent travellers. * Frequent/loyal guests. * Group guests * Corporate guests. * Last minute bookers. |
| * 1. ***Key/card*** may include but not limited to: | * Grand master key * Master key * Floor key * Individual room key * Emergency key. * Electronic key card |
| * 1. ***Bill*** may include but not limited to: | * + Accommodation bills   + Room charges   + Additional night * Food and beverage bills * Room services * Restaurant bills * Mini-bar bills * Service and amenity bills * Laundry and dry cleaning * Spa services * Fitness centre * Events and conference bills * Catering services * Event space rentals * Audio visual equipment |
| * 1. ***Special request*** may include but not limited to: | * Room preferences. * Bed and bedding preferences. * Amenities and facilities. * Dietary requirements. * Accessibility needs. * Transportation * Health and wellness * Personal preferences * Pet sitting services |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**REQUIRED KNOWLEDGE**

The catering and accommodation manager needs to demonstrate knowledge of:

* Digital literacy
* Machine operation knowledge
* Proper utilization of skills
* Customer care

**REQUIRED SKILLS**

The catering and accommodation manager needs to demonstrate the following skills:

* Basic book keeping skills
* Communication skills
* Customer service
* Organizational skills
* Time management
* Numeracy skills
* Interpersonal skills
* Entrepreneurial 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. Received guest reservation requests as per organization procedure.   2. Determined guest rooms type as per guest preference.   3. Updated reservation records as per organization procedure.   4. Received and registered guests as per organization procedure.   5. Allocated rooms as per reservation record.   6. Informed guests about the amenities and facilities available as per organization procedure.   7. Issued guests with the room key or room card as per organization procedure.   8. Obtained guest feedback as per organization procedure.   9. Presented guests with an updated bill for settlement.   10. Updated guest history records and filed as per organization 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. Simulation 2. Portfolio of evidence 3. Interviews 4. Third party report 5. Oral questioning 6. Written tests |
| 1. Context of assessment | 4.1 Competency may be assessed in a training institution, workplace or in a simulated workplace environment. |
| 1. Guidance information for assessment | 5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

## PERFORM LAUNDRY OPERATIONS

**UNIT CODE: 1013 551 02A**

**UNIT DESCRIPTION:**

This unit describes competencies required to launder articles and fabrics, dry clean articles and fabrics, finish articles and fabrics and perform linen control.

The unit is applicable in the hospitality industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which 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. Launder articles and fabrics | 1. ***Previous preparation tasks*** are carried out as per work requirement. 2. ***Pre-laundry tasks*** are performed as per fabric type. 3. ***Laundry tasks*** are performed as per fabric type. 4. ***Fabric***s and ***fibres*** are identified and sorted. 5. Articles and fabrics are laundered as per fabric type. 6. ***Special treatment*** is carried out as per fabric requirement. 7. Laundered articles and fabrics are ***dried*** as per fabric type. 8. Prepare laundry work plan |
| 1. Dry clean articles and fabrics | * 1. Previous preparation tasks are carried out as per work requirement.   2. ***Pre-treatment tasks*** are performed as per fabric type.   3. Articles and fabrics are dry cleaned as per fabric type.   4. Special treatment is carried out as per fabric requirement.   5. Dry cleaned articles and fabrics are dried as per fabric type.   6. Waste is disposed as per work place requirement. |
| 3. Finish articles and fabrics | 3.1 ***Finishing equipment*** is identified as per work requirement.   * 1. ***Finishing*** is performed as per the fabric type.   2. Airing of articles and fabrics is performed as per work requirement. |
| 4.Perform linen control operations | * 1. Articles and linen are stored as per work procedure.   2. ***Linen control*** sheet is updated as per work procedure.   3. Linen is dispatched 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. ***Fibres*** may include but not limited to: | * + Natural fibres     - Vegetable or plant based fibres     - Animal based fibres.     - Mineral based fibres.   + Man-made fibre     - Regenerated fibres.     - Synthetic fibres. |
| 1. ***Fabrics*** may include but not limited to: | * Knitted fabric * Woven fabric * Bonded fabrics * Felted fabrics * Non-woven fabrics * Netted and laces |
| 1. ***Previous preparation tasks*** may include but not limited to: | * Donning personal protective equipment * Collection of equipment and materials * Assembling equipment and materials * Labelling equipment and materials * Airing the laundry area |
| 1. ***Pre laundry tasks*** may include but not limited to: | * Receiving * Recording * Sorting * Mending * Soaking |
| 1. ***Laundry tasks*** | * Sort * Pre-treat stain * Wash |
| 1. ***Special treatment*** may include but not limited to: | * Starching * Disinfecting * Dyeing * Bluing * Sterilizing |
| 1. ***Drying methods*** may include but not limited to: | * Flat * Hang * Drip * Spin * Tumble dry |
| 1. ***Finishing*** ***equipment*** may include but not limited to: | * Manual * Mechanical |
| 1. ***Finishing*** may include but not limited to: | * Ironing * Pressing * Folding * Storage |
| 1. ***Pre-treatment tasks*** may include but not limited to: | * Sorting laundry * Inspecting cloth * Stain removal * Spotting and sponging |
| 1. ***Linen control*** may include but not limited to: | * Checklist * Storage facilities * Security of linen * Stock taking * Linen exchange |

**REQUIRED KNOWLEDGE AND SKILLS**

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

**REQUIRED KNOWLEDGE**

The individual needs to demonstrate knowledge of

* Machine operation knowledge
* The laundry processes
* Proper utilization of resources

**REQUIRED SKILLS**

The individual needs to demonstrate the following skills:

* Basic bookkeeping skills
* Communication skills
* Customer service
* Organizational skills
* Time management
* Numeracy skills
* 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. Carried out previous preparation tasks as per work requirement.   2. Performed pre laundry activities as per fabric type.   3. Laundered articles and fabrics as per fabric type   4. Dry cleaned articles and fabrics as per fabric type   5. Dried laundered and dry-cleaned articles and fabrics as per fabric type.   6. Identified finishing equipment as per work requirement.   7. Finished articles and fabrics as per the fabric type   8. Stored articles and linen as per work procedure.   9. Updated linen control sheet 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. Role play 2. Oral questioning 3. Portfolio of evidence 4. Interviews 5. Third party report 6. Written tests |
| 1. Context of assessment | Competency may be assessed in a training institution, workplace or in a simulated work place environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**MODULE 2**

## PERFORM HOUSEKEEPING OPERATIONS

**UNIT CODE: 1013 551 03A**

**UNIT DESCRIPTION:**

This unit describes competencies required for preparing establishment facility, making guest beds, providing floral services and performing turn down services in housekeeping operations.

The unit is applicable in the hospitality industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which 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. Prepare establishment facility. | * 1. ***Previous preparation tasks*** are carried out as per work requirement.   2. ***Cleaning*** of ***establishment facility*** is carried out as per ***surface type.***   3. Establishment facility is organized based on theme interpretation.   4. ***Soft furnishings*** are provided as per the room standards   5. Establishment facility ***supplies*** and ***amenities*** are replenished as per the workplace policy.   6. ***Post-cleaning tasks*** are carried out as per work procedure.   7. Prepare housekeeping work plan |
| 1. Make establishment bed | 1. Previous preparation tasks are carried out as per work requirement. 2. ***Bed*** is stripped off the soiled ***bedding*** as per work procedure. 3. Bed is made as per work procedure. 4. Bed is decorated as per purpose. |
| 1. Provide floral services | 1. ***Personal protective equipment*** are donned as per work requirement. 2. Flowers, ***equipment*** and ***materials*** are assembled as per work requirement. 3. ***Floral arrangement*** isperformed as per work requirement. 4. Flowers are preserved as per work procedure. 5. Potted plants are cared for as per work procedure. |
| 1. Perform turn down service | * 1. Guest room ***turn down services*** are identified as per work procedure.   2. Guest room turn down services are carried out as per workplace procedure.   ***Final touches*** are performed as per work requirement. |

**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. ***Previous preparation tasks*** may include but not limited to***:*** | * Collecting equipment and materials * Ventilating the room/ public area * Assembling equipment and materials * Labelling of equipment and materials |
| * 1. ***Establishment facility*** may include but not limited to: | * Guest rooms * Conference halls * Lounges * Offices * Corridors * Sanitary areas * Stair cases * Balconies |
| * 1. ***Cleaning*** may include but not limited to: | * Daily cleaning * Weekly cleaning * Periodic cleaning |
| * 1. ***Surface type*** may include but not limited to: | * + Terrazzo   + Ceramic tiles   + Therma plastic   + Cemented   + Wooden   + Painted   + Metallic   + Glass |
| * 1. ***Bed*** may include but not limited to: | * + Single bed   + Twin bed   + Double bed   + King size bed   + Queen size bed   + Cots   + Bunk bed   + Patients’ beds |
| * 1. ***Bedding*** may include but not limited to: | * + Mattresses   + Comforter   + Duvets   + Bed sheets   + Pillows   + Pillow cases   + Bed runners |
| * 1. ***Supplies*** may include but not limited to: | * Toiletries * Towels * Bathrobes * Bottled water * Sandals |
| * 1. ***Soft furnishings*** | * TOWELS * Bedside mat * Curtains * Bathmat * Sheers /blinders |
| * 1. ***Amenities*** may include but not limited to: | * Coffee making facilities * Internet * Mini bar * T. Vs * Bedside lamp * Intercom |
| 1. ***Floral arrangement*** may include but not limited to: | * Cresent * Vertical * Cascade * Fan shaped * Oval |
| 1. ***Turn down services*** may include but not limited to: | * Bed preparation * Lighting adjustments * Curtain adjustments * Towel and bathroom set up |
| 1. ***Personal protective equipment*** mayincludebut not limited to: | * Industrial gloves * Face Masks * Safety glasses * Gum boots * Overalls |
| 1. ***Equipment*** for floral arrangement mayincludebut not limited to: | * Floral scissors * Floral knife * Flower vase * Wire Mesh |
| 1. ***Materials*** for floral arrangement mayincludebut not limited to: | * Oasis/foam * Fresh flowers * Artificial flowers * Decorative accessories * Water |
| 1. ***Post cleaning tasks*** mayincludebut not limited to: | * Dispose of waste * Cleaning of tools and equipment * Restock supplies and amenities * Inspect and store equipment and materials |
| 1. ***Final touches*** may include but not limited to: | * Refresh the scent * Place amenities thoughtfully * Ensure temperature comfort * Silent exit |

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge**

The catering and accommodation manager needs to demonstrate knowledge of:

* Cleaning equipment and materials
* Machine operation
* Cleaning agents
* Cleaning procedures
* Proper utilization of resources
* Flower arrangements
* Customer care
* Resource utilization control mechanisms
* Time consciousness
* Courtesy

**Required skills**

The catering and accommodation manager needs to demonstrate the following skills:

* Basic bookkeeping skills
* Communication skills
* Organizational skills
* Time management
* Interpersonal skills
* Planning skills
* Digital 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. Carried out previous preparation tasks as per work requirement.   2. Carried out cleaning of establishment facility as per surface type.   3. Organized establishment facility based on theme interpretation.   4. Replenished establishment facility ***supplies*** and ***amenities*** as per work place policy.   5. Stripped off the soiled beddings as per work procedure.   6. Made beds as per work procedure.   7. Assembled flowers, equipment and materials as per work requirement.   8. Performed floral arrangementisperformed as per work requirement.   9. Preserved flowers as per work procedure.   10. Carried out guest room turn down services 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. Portfolio of evidence   3. Role play   4. Third party report   5. Written tests   6. Oral questions. |
| 1. Context of assessment | * 1. Competency may be assessed in a training institution, workplace or in 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. |

## PERFORM HOUSEKEEPING INTERIOR DECORATIONS

**UNIT CODE: 1013 551 04A**

**UNIT DESCRIPTION:**

This unit describes competencies required to Perform establishment skirting and towel folding, Make surface draping’s and Make floral arrangements.

The unit is applicable in the hospitality industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which 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. Perform establishment skirting and towel folding. | * 1. ***Previous preparation tasks are carried out as per work requirement.***   2. ***Cleaning*** and maintenance of skirting and towelis carried out as per work procedure.   3. Hygiene and safety practices are observed as per work procedure***.***   4. Establishment facility is organized based on ***skirting style and towel folding*** theme interpretation***.***   5. ***Post cleaning*** activities are carried out as per work requirement. |
| 1. Make surface draping’s. | * 1. ***Previous preparation tasks are carried out as per work requirement.***   2. ***Cleaning*** and maintenance of drapinglis carried out as per work procedure.  1. Hygiene and safety practices are observed as per work procedure. 2. ***Draping styles*** are practised as per work procedure. 3. ***Post cleaning*** activities are carried out as per work requirement |
| 1. Make floral arrangements | * 1. ***Personal protective equipment*** is donned as per work requirement.   2. Flowers, ***equipment*** and ***materials*** are assembled as per work requirement.   3. ***Floral arrangement*** isperformed as per work requirement.   4. Flowers are preserved as per work procedure.   5. Potted plants are cared for as per work procedure.   6. ***Post cleaning*** activities are carried out as per work requirement |

**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. ***Previous preparation tasks*** may include but not limited to***:*** | * Collecting equipment and materials * Ventilating the room/ public area * Assembling equipment and materials * Labelling of equipment and materials |
| * 1. ***Establishment facility*** may include but not limited to: | * Guest rooms * Conference halls * Lounges * Offices * Corridors * Sanitary areas * Stair cases * Balconies |
| ***3. Cleaning*** may include but not limited to: | * Daily cleaning * Weekly cleaning * Periodic cleaning |
| * 1. ***Skirting styles and towel folding*** may include but not limited to: | * Skirting styles: box pleated   Shirred/ gathered pleat  Accordion pleat  Table clip skirting   * Towel folds   Basic towel foldszsdc  Decorative/creative towel folds |
| 1. ***Floral arrangement*** may include but not limited to: | * Crescent * Vertical * Cascade * Fan shaped * Oval |
| 1. ***Draping styles*** may include but not limited to: | * Flat panel * Pleated * Swag style * Ceiling to floor draping * Backdrops with or without lighting |
| 1. ***Personal protective equipment*** mayincludebut not limited to: | * Industrial gloves * Face Masks * Safety glasses * Gum boots * Overalls |
| 1. ***Equipment*** for flower arrangement mayincludebut not limited to: | * Floral scissors * Floral knife * Flower vase/ pot * Wire Mesh |
| 1. ***Materials*** for flower arrangement mayincludebut not limited to: | * Oasis/foam * Fresh flowers * Water * Artificial flowers * Decorative accessories |
| 1. ***Post cleaning tasks*** mayincludebut not limited to: | * Dispose of waste * Cleaning of tools and equipment * Restock supplies and amenities * Inspect and store equipment and materials |
| 1. ***Final touches*** may include but not limited to: | * Refresh the scent * Place amenities thoughtfully * Ensure temperature comfort * Silent exit |

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge**

The accommodation operations attendant needs to demonstrate knowledge of:

* Cleaning equipment and materials
* Machine operation
* Cleaning agents
* Cleaning procedures
* Proper utilization of resources
* Flower arrangements
* Customer care
* Resource utilization control mechanisms

**Required skills**

The accommodation operations attendant needs to demonstrate the following skills:

* Basic book keeping skills
* Communication skills
* Organizational skills
* Time management
* Interpersonal skills
* Planning skills
* Digital 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. Carried out previous preparation tasks as per work requirement.   2. Carried out cleaning of establishment facility as per surface type.   3. Organized establishment facility based on theme interpretation.   4. Replenished establishment facility ***supplies*** and ***amenities*** as per work place policy.   5. Stripped off the soiled beddings as per work procedure.   6. Made beds as per work procedure.   7. Assembled flowers, equipment and materials as per work requirement.   8. Performed floral arrangementisperformed as per work requirement.   9. Preserved flowers as per work procedure.   10. Carried out guest room turn down services as per work procedure. |
| 1. Resource implications | The following resources should be provided:   * + Appropriately simulated environment where assessment can take place   + Access to relevant work environment   + Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   * + Practical.   + Portfolio of evidence   + Role play   + Third party report   + Written tests   + Oral questions. |
| 1. Context of assessment | Competency may be assessed at the training institution, the workplace or in a simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**MODULE 3**

**APPLY DIGITAL LITERACY**

**UNIT CODE: 0611 551 05A**

**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 * Newsgroup * Ecommerce |
| 1. Internet access applications/software may include but are not limited to: | * Browsers * Email Apps * eCommerce 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: | * Remo task * Data annotation. Tech * Cloud worker * 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 SKILLS AND KNOWLEDGE**

This section describes the skills, knowledge and attitudes 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. Training institution   2. Workplace   3. 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 SCIENCE NUTRITION**

**UNIT CODE: 0915 551 06A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply principles of food science and nutrition. It involves applying knowledge of food composition in the preparation, food poisoning, control measures and food preservation methods.

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   5. Knowledge on ***Macro and micro nutrients*** is applied as per nutritional needs of clients.   6. 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.   5. ***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 * Osteoma Acia |
| 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 * Natural contaminants |
| 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**

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

**REQUIRED KNOWLEDGE**

Catering and accommodation manager should demonstrate knowledge of:

* 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

**REQUIRED SKILLS**

Catering and accommodation manager should demonstrate the following skills:

* Communication skills
* Information technology skills
* Nutritional analysis skills
* Food science application skills
* Menu development skills
* Cooking techniques for nutritional retention
* Foos 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. 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. knowledge of organic chemistry in food production 10. 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 | 1. Competency may be assessed in a training institution, workplace or in a simulated work place environment. |
| 1. Guidance information for assessment | 5.1 Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

## PREPARE STARTERS AND STARTER ACCOMPANIMENTS

**UNIT CODE: 1013 551 07A**

**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 |
| 1. 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 |
| 1. Prepare starter accompaniments | 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 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** |
| 1. ***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 |
| 1. ***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 |
| 1. ***Cleaning materials*** may include but not limited to: | * Water * Sanitizer * Detergents * Salads wash * Paper towel   + Sponges |
| 1. ***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 |
| 1. ***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 |
| 1. ***Types of recipes*** may include but not limited to: | * Basic * Standard * Modified |
| 1. ***Cold starters*** may include but not limited to: | * Avocado salad * Coleslaw * Caesar * Greek * Mango * Chef special * Waldorf salad |
| 1. ***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 |
| 1. ***Starter accompaniments*** may include but not limited to: | * Bread rolls * Breadsticks * Cheese crackers * Croutons flute * Dips * Cheese straws |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills, knowledge and attitudes 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
* Recipe compilation and adjustment/modification
* 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. 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 training institution, 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 551 08A**

**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** |
| 1. ***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 |
| 1. ***Cleaning material*** may include but is not limited to: | * Water * Sanitizer * Detergents * Paper towel * Fruit and salad wash |
| 1. ***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 |
| 1. ***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 |
| 1. ***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 |
| 1. ***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 |
| 1. ***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 |
| 1. ***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 |
| 1. ***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 |
| 1. ***Types of breakfast*** may include but is not limited to: | * American * English * Continental * Vegan * Asian * Brunch |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills, knowledge and attitudes 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 training institution, 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 AND BAKERY PRODUCTS

**UNIT CODE: 1013 551 09A**

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare desserts and bakery products. It involves preparing 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. 1.1 ***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. ***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. 2.1 ***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. ***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 sweet sauces | 1. ***PPEs*** are donned as per work procedure. 2. ***Cleaning materials*** are identified and assembled 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 during preparation as per work procedure. 8. ***Sweet sauces*** are produced as per standard recipe 9. Sweet 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. |
| 1. Prepare bakery products | 1. 4.1 ***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. ***Bakery products*** are produced as per standard recipe 9. Bakery products 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. |

**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 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 |
| 1. ***OSH*** may include but not limited to: | * Personal Protective Equipment * Ergonomics * Chemical safety * Workplace stress management * Fire safety * Hazard communication * Emergency preparedness |
| 1. ***Cleaning materials*** may include but not limited to: | * Water * Sanitizer * Detergents * Salads wash * Paper towel * Sponges |
| 1. ***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 |
| 1. ***Ingredients*** may include but not limited to: | * Flour * Proofing agents * Dairy and non-dairy products * Dried fruits * Sugar and salt * Cooking Fats and oils * Eggs * Fruits * Assorted flavors * Chocolate bars * Gelatin * Assorted seeds * Assorted food colours |
| 1. ***Recipes*** may include but not limited | * Types of recipes * Recipe interpretation * Recipe conversion |
| 1. ***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 * Souffles * Bavarois |
| 1. ***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 |
| 1. ***Sweet Sauces*** may include but not limited to: | * Custard sauce * Chocolate sauce * Strawberry sauce * Passion sauce * Lemon sauce * Orange sauce * Vanilla sauce |
| 1. ***Bakery products*** may include but not limited to: | * Assorted Breads * Doughnuts * Mandazi * Croissants * Short cake * Muffins * Puff pastry and its products * Short pastry and its products * Sugar paste and its products * Cakes * Crackers * Sweet rolls * Scones * Biscuits * Cookies * Tarts * Pies |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills, knowledge and attitudes 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
* 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. 1. Critical aspects of competency | 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 cold desserts as per standard recipe 9. Produced hot desserts as per standard recipe 10. Produced bakery products as per standard recipe 11. Presented cold desserts as per standard recipe 12. Presented hot desserts as per standard recipe 13. Produced sweet sauces as per standard recipe 14. Presented bakery products as per standard recipe 15. Presented cakes and sauces as per standard recipe 16. 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. 2.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. 3.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 training institution, 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. |

**PERFORM BAR KEEPING OPERATIONS**

**UNIT CODE: 1013 551 10A**

**UNIT DESCRIPTION:**

This unit describes competencies required to perform bar keeping operations. It involves preparing and service of alcoholic and non-alcoholic beverages.

The unit is applicable in the hospitality industry

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Carry out bar-opening operations. | 1. Food and beverage PPEs are donned as per work requirement. 2. Bar surfaces are cleaned as per cleaning procedure. 3. Bar display and work area are set up as per bar service style. 4. Bar opening stock is taken as per work procedure. 5. ***Bar tools and equipment*** are selected, assembled and cleaned as per work procedure. 6. Bar tools and equipment are checked as per work procedure. 7. ***Bar supplies*** areselected and assembled as per work procedure. |
| 1. Serve alcoholic and non-alcoholic beverages | 1. Guests are welcomed as per service procedure 2. ***Beverage list*** is presented as per the service procedure. 3. Beverage order is taken as per service procedure. 4. Beverage service equipment are assembled as per beverage order. 5. Beverage is presented as per service procedure. 6. Beverage service equipment is cleared as per service procedure. |
| 1. Prepare cocktails and mock tails beverage. | 1. Food and beverage service tools and equipment are identified as per type of beverage ordered. 2. Cocktails and mock tails ingredients are selected as per beverage recipe. 3. Freshness and quality of cocktails and mock tails ingredients is checked as per HACCP. 4. ***Cocktails and mock tails*** are prepared as per beverage recipe. 5. ***Cocktails and mock tails garnishes*** are preparedas per beverage order. 6. ***Cocktails and mock tails beverage glasses*** are garnishedas per beverage order. 7. Cocktails and mock tails are presented as per service procedure. |
| 1. Carry out cigar service. | 1. Cigar listis presented as per service procedure. 2. Cigar order taken as per service procedure. 3. Cigar service equipment are assembled as per service procedure. 4. Cigar is served as per service procedure. 5. Guest bill is presented as per work procedure. 6. Table clearance is done as per service procedure. |
| 1. Carry out bar closing operations. | * 1. Bar surfaces and equipment are cleaned as per cleaning procedure.   2. Bar sales summary sheet is prepared as per service procedure   3. Restocking of bar beverages is carried out as per workplace procedure.   4. Bar waste is disposed as per work place policy |

**RANGE**

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

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

**REQUIRED SKILLS AND KNOWLEDGE**

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

**REQUIRED KNOWLEDGE**

The individual needs to demonstrate knowledge of:

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

**REQUIRED SKILLS**

The individual needs to demonstrate the following skills:

* Food and beverage Service
* Time management
* Interpersonal
* Analytical
* Leadership
* Listening
* Communication
* Report writing
* Sales techniques
* Critical thinking
* Information Technology (IT)
* Customer care
* Report writing
* Sales techniques
* Critical thinking
* Information Technology (IT)
* Customer care

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   * 1. Donned PPE’s as per work procedure.   2. Carried out bar opening operations as per work procedure.   3. Observed hygiene practices as per work procedure.   4. Served beverages as per work procedure.   5. Prepared cocktails and mocktails as per standard recipe specifications   6. Served cigar as per service procedure   7. Billed as per work procedure.   8. Cleared as per service procedure.   9. Disposed waste as per work procedure   10. Carried out bar closing operations as per work procedure. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical 2. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| 1. Context of assessment | 1. This competency may be assessed in a training institution, 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 4**

**APPLY COMMUNICATION SKILLS**

**UNIT CODE:** 0031 541 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, knowledge and attitudes 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. Training institution 2. Workplace 3. 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 541 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, knowledge and attitudes 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. Training institution 2. workplace 3. 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 CATERING AND ACCOMMODATION COSTING AND CONTROL

**UNIT CODE: 0413 551 13A**

**Unit Description**

This unit specifies the competencies required to perform food and beverage cost control. It involves; preparation of budgets, performing purchasing procedure, store keeping procedure, costing and pricing and labour control in hospitality operations.

**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 catering and accommodation purchasing and receiving procedures | 1. ***Basic Policies of food control*** are developed as per workplace procedures 2. ***Purchase requisitions are*** prepared as per user department needs. 3. Suppliers are identified as per workplace policy. 4. Purchase orders are prepared as per requisition. 5. Catering and accommodation materials are received as per work procedures. |
| 1. Perform catering and accommodation store keeping procedures | * 1. Procured catering and accommodation materials are recorded as per work procedure.   2. Coding of catering and accommodation materials is carried out as per storage requirements.   3. Valuation of catering and accommodation materials is carried out as per ***material valuation methods.***   4. Catering and accommodation materials are issued as per work procedure.   5. ***Stock-taking is*** carried out as per work procedure. |
| 1. Perform catering and accommodation costing and pricing | * 1. . Costing of catering and accommodation material is carried out as per work policy.   2. Prices of catering and accommodation products and services are established as per work procedure.   3. Pricing adjustments are performed as per market dynamics. |
| 1. Perform catering and accommodation labour 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. |
| 1. Prepare catering and accommodation budgets | * 1. Catering and accommodation ***budget plan*** is prepared as per work policy.   2. Catering and accommodation ***budget estimates*** areprojected as perwork policy.   3. Catering and accommodation expenses are projected as per work policy   4. Catering and accommodation ***budget reports*** are prepared as per work policy   5. Catering and accommodationbudget estimates are 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:*** |
| 1. Basic Policies of food control | * Planning phase * Operational phase * Control after event phase |
| 1. Purchase requisitions | * Food requisition * Beverage requisition * Housekeeping requisition * Laundry requisition |
| 1. Material valuation methods. | * FIFO * LIFO * Simple average * Actual purchase price * Standard price |
| 1. Stock-taking | * Continuous stocktaking * Annual stock taking * Periodic stocktaking |
| 1. Staff cost | * Salaries and wages * Bonuses and commissions * Employee benefits |
| 1. Staff performance | * Work schedules * Competency * Time management * Productivity level |
| 1. Budget | * Capital budgets * Operation budgets * Fixed budgets * Flexible budgets * Departmental budgets * Master budgets |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**REQUIRED KNOWLEDGE**

Catering and accommodation manager should demonstrate 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**

Catering and accommodation manager should demonstrate 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 catering and accommodation materials as per work procedures. 5. Coded catering and accommodation materials as per storage requirements. 6. Issued catering and accommodation materials as per work procedure. 7. . Costed catering and accommodation material as per work policy. 8. Priced catering and accommodation products and services are established as per work procedure. 9. Controlled staff cost as per work policy. 10. Prepared catering and accommodation 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. Practical 2. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| 1. Context of assessment | 4.1 Competency may be assessed in a training institution, workplace or in a simulated work place environment. |
| 1. Guidance information for assessment | 5.1Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**PREPARE SPECIALITY DISHES**

**UNIT CODE: 1013 551 14A**

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare specialty dishes. It involves preparing 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. |
| 1. 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. |
| 1. 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. |
| 1. 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** |
| 1. 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 |
| 1. Cleaning tools materials may include but not limited to: | * Detergent * Mops * Mop buckets * Dust pan * Broom * Sanitizers |
| 1. 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 |
| 1. Ingredients may include but not limited to: | * Vegetables * herbs and spices * Alcoholic beverages * meats * sea weeds * prawns * lobsters * crabs |
| 1. Local dishes may include but not limited to: | * Mukimo * Kimanga * Mafuke * Matoke * Mushenye * Pilau * Muthokoi * Aliya |
| 1. Themes may include but not limited to: | * Swahili dishes * Kikuyu * Luhya * Kamba * Indian * Italian * Asian |
| 1. Recipe may include but not limited to: | * Standard recipe   + Basic recipe |
| 1. Vegetarian may include but not limited to: | * Semi- vegetarian * Vegans * Lacto-ovo * Lacto vegetarian |
| 1. Sea foods may include but not limited to: | * Fried Calamari * Steamed Crab * Grilled Lobster * Prawn masala * Grilled octopus * Oysters |
| 1. International dishes may include but not limited to: | * Sushi * Lasagna * Paneer masala * Bolognaise * Stroganoff |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills, knowledge and attitudes 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. 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 training, 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. |

**SERVE FOOD AND BEVERAGE**

**UNIT CODE: 1013 551 15A**

**UNIT DESCRIPTION:**

This unit describes competencies required to serve food and beverage. It involves performing mis-en-scene, mis-en-place, carrying out food and beverage service, room service and performing service 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. Perform Mis-en-scene | 1. ***Food and beverage service PPEs*** are donned as per work requirement. 2. ***Food*** and beverage service ***cleaning*** ***materials*** ***and*** ***equipment*** are assembled as per cleaning procedure. 3. ***Cleaning*** procedure is carried out as per type of surface. 4. ***Food and beverage service furniture*** is arranged as per food and beverage service area layout. |
| * + - 1. Perform mis-en-place | * 1. ***Food and beverage*** ***service*** ***equipment*** ***and*** ***materials*** are collected as per menu.   2. Food and beverage service equipment are polished as per service procedure.   3. Food and beverage sideboard is stocked as per type of menu.   4. ***Food and beverage linen*** are laid as per service procedure.   5. ***Table*** ***accompaniments*** are prepared as per service procedure.   6. ***Food and beverage service covers*** are set as per the menu.   7. Briefing of food and beverage service personnel is carried out as per work procedure. |
| * + - 1. Prepare stillroom beverages | 1. Food and beverage service ***still room* *tools and equipment*** are identified as per type of beverage ordered. 2. ***Stillroom beverage ingredients*** are identified as per beverage recipe. 3. ***Still room beverages*** are prepared as per beverage recipe.   ***Beverage glasses*** are garnishedas per beverage order. |
| * + - 1. Carry out food and beverage service | * 1. Guests are welcomed and seated as per service procedure.   2. Menu card beverages list is presented as per service procedure.   3. Food and beverage ***order*** are taken as per service procedure.   4. Food and beverage presentation are performed as per service procedure.   5. Food and beverage are served as per service procedure.   6. Clearance of food and beverage service equipment is carried out as per service procedure.   7. Guest ***bill*** is presented as per service procedure.   8. Guest’s feedback is sought as per service procedure.   Guest’s is seen off as per service procedure |
| * + - 1. Execute banquet and event services | 1. PPEs are donned as per work procedure. 2. Hygiene and safety is observed as per work procedure 3. Mis en scene is carried out as per event 4. Mis en place is carried out as per event 5. Food and beverage service is carried out as per event 6. Clearing is carried out as per work procedure 7. Billing is carried out as per work procedure. |
| 1. Perform post food and beverage service tasks. | * 1. Food and beverage service linen is stripped and sorted as per service procedure.   2. Food and beverage service equipment are cleaned and dried as per service procedure.   3. Food and beverage service equipment are stored as per service procedure.   4. Food and beverage service area is cleaned as per work place requirements.   5. Food and beverage waste are disposed as per work place 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. **Food and beverage servicePPEs** may include but is not limited to: | * Black leather low-heeled shoes * Black trouser/Skirt * White shirt/blouse * Bowtie * Half coat * Waiters cloth |
| 1. **Cleaning materials and equipment** may include but not limited to: | * Detergent * Mops * Mop buckets * Dust pan * Brooms * Sanitizers * Wipes * Cleaning cloths * Cobweb broom |
| 1. **Food and beverage service furniture** may include but not limited to | * Chairs * Tables * Side boards |
| 1. **Food and beverage service equipment** may include but not limited to: | * Cutlery * Crockery * Flatware * Hollowware * Glassware |
| 1. **Food and beverage linen** may include but not limited to | * Table cloth * Slip cloth * Napkin * Buffet cloth |
| 1. **Table accompaniment** may include but not limited to: | * Cruets * Table numbers * Menu cards * Flower vase   Tooth pick |
| 1. **Food and beverage service covers** may include but not limited to: | * Ala carte cover * Standard cover * Table d’hote cover. |
| 1. **Still room tools and equipment** may include but not limited to | * Blender * Toaster * Coffee maker * Tea urn |
| 1. **Stillroom beverage ingredients** may include but not limited to | * Teas * Coffees * Milk * Cream * Sugar * Syrups * Honey |
| 1. **Still room beverages** may include but not limited to | * Tea * Coffee * Fresh juices * Shakes * Smoothies |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Food and beverage matching
* Safety rules
* Menu knowledge
* Food and beverage 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.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Donned PPE’s as per work procedure. 2. Carried out mis en scene as per work procedure 3. Carried out mis en place as per work procedure 4. Demonstrated service methods as per the service procedure. 5. Prepared still room beverages as per beverage recipe. 6. Carried out food and beverage service as per service procedure. 7. Performed post service task as per work |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical 2. Third party reports 3. Portfolio of evidence 4. Written test 5. Oral test. |
| 1. Context of assessment | 1. This competency may be assessed in a training institution, 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 5

## 

**APPLY DIET THERAPY**

**UNIT CODE: 0915 551 16A**

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply diet therapy. It includes applying principles of diet therapy, managing diseases and conditions using diet therapy and applying home nursing care. This 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. Apply principles of diet therapy | * 1. ***Dietary requirements*** are applied as per the nutritional needs   2. ***Required dietary allowances*** (RDA) of various groups are applied as per clients nutritional needs   3. Therapeutic diet is designed as per clients nutritional needs. |
| 1. Manage diseases and conditions using diet therapy | * 1. ***Client nutritional conditions*** determined as per client medical history.   2. Nutritional requirements are determined as per client’s health condition.   3. Therapeutic diets are applied as per nutritional requirements.   4. M***odified diets*** produced as per work procedures and relevant resource materials. |
| 1. Apply home nursing care | 1. Assessment of the client’s nutritional need is conducted as per work place requirement 2. Knowledge of ***home nursing care*** is applied as per client’s needs. 3. Home nursing care plan is developed as per client’s needs. 4. Home nursing care is administered as per work place requirements. 5. Hygiene and safety practices are applied as per work place 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** |
| 1. Dietary requirements may include but are not limited to: | * Vitamins * Minerals salts * Proteins * Carbohydrates * Fats and oils * Roughages * Water |
| 1. Required dietary allowances may include but are not limited to: | Recommended dietary allowances per age and gender:   * Vitamins * Minerals salts * Proteins * Carbohydrates * Fats and oils |
| 1. Client nutritional condition may include but not limited to: | * Under-nutrition * Overnutrition * Nutrition related chronic conditions * Food allergies and intolerances * Eating disorders – Anorexia * Special life stages * Gastrointestinal disorders * Metabolic disorders |
| 1. Modified diets may include but are not limited to: | * Consistency modified diet (pureed, soft, liquid} * Nutrients modified diet {low sodium, low fat, high protein} * Allergy and intolerance-based diet (gluten free, lactose, allergy specific) * Therapeutic diet (renal, cardiac,) * Cultural or ethnically modified (vegetarian, kosher) * Calorie modified diet (high, low) |
| 1. Home nursing care may include but not limited to | * Medical care/ home nursing * Personal care * Rehabilitative care * Palliative and end of -life care * Specialized care |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**REQUIRED KNOWLEDGE**

Catering and accommodation manager should demonstrate knowledge of:

* + Digestive system
  + Macro and micro nutrients
  + Human nutrition
  + Energy requirements
  + Nutrients deficiencies
  + Special nutritional needs
  + Chronic diseases
  + Food allergies
  + Therapeutic

**REQUIRED SKILLS**

Catering and accommodation manager should demonstrate the following skills:

* + Nutritional skills
  + Communication skills
  + Dietary planning
  + Meal planning
  + Counselling skills
  + Food science skills
  + Food preparation skills
  + Record keeping 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. Dietary requirementsare applied as per the nutritional needs 2. Required dietary allowances(RDA) of various groups are applied as per clients’ nutritional needs 3. Therapeutic foods are provided as per client nutritional needs. 4. Client nutritional conditions determined as per client medical history. 5. Nutritional requirements are determined as per client’s health condition. 6. Therapeutic diets are designed as per nutritional requirements. 7. Assessment of the client’s nutritional need is conducted as per work place requirement 8. Knowledge of home nursing care is applied as per client’s needs 9. Home nursing care plan is developed as per client’s needs. 10. Home nursing care is administered as per work place requirements. 11. Hygiene and safety are practiced as per workplace requirements |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant assessment environment.   3. Resources relevant to the proposed assessment activity or tasks. |
| 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 | * 1. Competency may be assessed in a training institution, workplace or in a simulated work place environment. |
| 1. Guidance information for assessment | * 1. Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

## PERFORM ACCOUNTING OPERATIONS

**UNIT CODE: 0411 551 17A**

**Unit Description**

This unit specifies the competencies required to perform accounting operations. It involves application of the accounting equation, double entry and ledger system, preparing books of original entry, final books of accounts and books of original entry in hospitality operations.

**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. Apply accounting equation | * 1. ***Accounting principles and concepts*** are applied as per the accounting principles.   2. Accounting equation explained as per the accounting principles.   3. ***Financial records*** are identified as per accounting principles. |
| 1. Apply double entry and ledger system | * 1. Rules of double entry system explained as per the accounting principles.   2. ***Ledger*** accounts are opened as per the accounting principles.   3. Transactions are recorded in ledger accounts as per accounting principles. |
| 1. Balance accounts and extract trial balance | * 1. Balancing of accounts are performed as per the accounting principles.   2. Credit and debit balances are extracted as per accounting principles.   3. Trial balance is prepared as per the accounting principles.   4. Balance sheet is prepared as per accounting principles. |
| 1. Prepare final books of accounts | * 1. Financial transactions are extracted from the ***books of original entry*** as per accounting principles.   2. Income statement is prepared as per the accounting principles.   3. Statement of financial position is prepared as per the accounting principles.   4. Purpose of final books of accounts is identified as per accounting principles. |

**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. **Accounting principles and concepts** may include but not limited to; | * Going concern principle * Consistency principle * Accrual principle * Matching principle * Cost principle |
| 1. **Financial records**may include but not limited to; | * Bank statement * Budget reports * Donor records * Audited financial statements * Accounts receivable * Invoices * Purchase order * Balance sheets * Income statements |
| 1. **Books of original entry** may include but not limited to: | * Sale journal * Purchases journal * Cash receipts journal * Cash payments journal * Petty cash book * General journal * Returns inwards journal * Returns outwards journal |
| 1. **Ledgers** may include but not limited to: | * Debtors and Creditors ledger * General ledger * Subsidiary ledger * Specialised ledger * Guest ledger * City ledger |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**REQUIRED KNOWLEDGE**

Catering and accommodation manager should demonstrate knowledge of:

* Accounting record keeping
* Financial accounting
* Accounting standards

**REQUIRED SKILLS**

Catering and accommodation manager should demonstrate the following skills:

* Numeracy
* Planning
* Analytical
* Interpretation
* Attention to detail
* Communication
* Problem solving
* Networking
* Evaluation
* Evaluation

**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. Applied accounting principles and concepts as per the accounting principles.   1.2 Explained accounting equation as per the accounting principles.  1.3 Identified financial records as per accounting principles.  1.4 Explained rules of double entry system as per the accounting principles.  1.5 Opened ledger accounts as per the accounting principles.  1.6 Recorded transactions in the ledger accounts as per accounting principles.  1.7 Performed account balancing as per the accounting principles.  1.9 Extracted credit and debit balances as per accounting principles.  1.10 Prepared trial balance as per the accounting principles.  1.11 Prepared balance sheet as per accounting principles.  1.12 Prepared income statement as per the accounting principles.  1.13 Prepared statement of financial position as per the accounting principles.  1.14 Prepared cash flow statement as per accounting principles  1.15 Prepared books of original entry as per the accounting principles.  1.16 Prepared ledger accounts as per the accounting principles.  1.17 Prepared cash book as per accounting principles  1.18 Prepared capital, revenue and expenditure reports as per the accounting principles.  1.19 Made financial decision as per the accounting principles |
| 2. Resource implications | The following resources must be provided:  2.1 Assessment room  2.2 Candidate reports  2.3 ICT infrastructure  2.4 Physical Infrastructure  2.5 Printer  2.6 Accounting source documents |
| 3. Methods of assessment | Competency may be assessed through:  3.1 Observation  3.2 Written  3.3 Oral  3.4 Case study  3.5 Presentation |
| 4. Context of  Assessment | 4.1 Competency may be assessed in a training institution, workplace or in a simulated work place environment. |
| 1. Guidance   information for  assessment | 5.1 Holistic assessment with other units relevant to the industry sector, workplace and job roles is recommended. |

**EXECUTE BANQUET AND EVENTS**

**UNIT CODE: 1013 551 18A**

**UNIT DESCRIPTION:**

This unit describes competencies required to perform banquet and events. 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***.   1.5 ***Déco***r is set as per the event. |
| 1. Carry out mis en place for banquets and events | * 1. ***Service equipment and materials*** collected and assembled as per the event   2. Service equipment are polished as per the event.   3. ***Linen*** is laid as per the event.   4. ***Table accompaniments*** are prepared as per the event.   1.9 ***Covers*** are set as per the event. |
| 1. Perform banquets and events operations | 3.1 Guests are welcomed and seated as per service procedure  3.2 Food and beverages is served as per ***method of service***  3.3 Clearing is done as per work procedure  3.4 Billing is done as per work procedure. |
| 1. Perform post banqueting task | 4.1 Linen is stripped and sorted appropriately  4.2 Tools, equipment and materials are cleaned and dried  as per work procedure.  4.3 Tools and equipment are stored appropriately  4.4 Restaurant is cleaned as per work  procedures |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Linen: may include but not limited to; | * Table cloths * Napkins * Skirting cloth * Strip cloths |
| 1. ***Cleaning materials and equipment***: may include but not limited to; | * Detergent * Mops * Mop buckets * Dust pan * Broom * Sanitizers * Wipes * Cleaning cloths * Cobweb broom |
| 1. Methods of service: may include but not limited to; | * Buffet services * Table service * Family service * Silver service |
| 1. Floor type | * Wooden floor * Tiled floor * Terrazzo floor * Carpeted floor |
| 1. Event. | * Weddings * Birthdays * Anniversaries * Burials * Baby shower * Meetings * Exhibitions * Incentives * Conferences |
| 1. Furniture | * Tables * Chairs * Sideboard |
| 1. Service equipment and materials | * Cutlery * Crockery * Flatware * Hollowware * Glassware |
| 1. Décor | * Floral * Wall hangings * Wall paintings * Carvings * Lighting’s * Drapery |
| 1. Linen | * Tablecloth * Skirting * Molton * Slip cloth * Buffet cloth * Napkins * Seat covers |
| 1. Method of service | * Plate * Silver * Buffet * Specialized * cafeteria |
| 1. Table accompaniment | * Cruets * Table numbers * Menu cards * Flower vase * Tooth pick |
| 1. Covers | * Table d’hote * Alacarte * Standard |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills, knowledge and attitudes 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.

|  |  |
| --- | --- |
| 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 |
| 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. Projects 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. |

MODULE 6

**APPLY ENTREPRENEURIAL SKILLS**

**UNIT CODE : 0413 541 19A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate an understanding of entrepreneurship. It involves demonstrating an understanding of financial literacy, applying entrepreneurial concepts identifying entrepreneurship opportunities, applying business legal aspects, developing business innovative strategies, and developing business plans.

**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 Range*** |
| --- | --- |
| 1. Apply Financial Literacy Skills | 1. **Sources of personal and business** ***funds*** are identified as per financial procedures and standards 2. Personal finances are managed as per financial procedures and standards 3. Savings are managed as per financial procedures and standards 4. Debts are managed as per financial procedures and standards 5. Investments are undertaken as per financial procedures and standards 6. Insurance services are procured as per financial procedures and standards |
| 1. Apply entrepreneurial concept | 1. Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship 2. ***Types of entrepreneurs*** are identified as per principles of entrepreneurship 3. Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship 4. ***Characteristics of Entrepreneurs*** are identified as per principles of Entrepreneurship 5. Salaried employment and self-employment are distinguished as per principles of entrepreneurship 6. ***Requirements for entry into self-employment*** are identified according to business procedures and standards 7. Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards 8. **Contributions of entrepreneurship** to National development are identified as per business procedures and standards |
| 1. Identify entrepreneurial opportunities | 1. Business ideas are identified as per business procedures and standards 2. Factors to consider when evaluating business opportunity viability are explored based on business procedure and standards 3. Entrepreneurial opportunities are evaluated as per business procedures and standards 4. Business ideas and opportunities are generated as per business procedures and standards 5. Business life cycle is analysed as per business procedures and standards |
| 1. Apply business legal aspects | 1. ***Forms of business ownership*** are identified as per legal procedures and practices 2. Business Registration and Licensing processes are identified as per legal procedures and practices 3. Types of Contracts and Agreements are analysed as per legal procedures and practices 4. Employment Laws are identified as per legal procedures and practices 5. Taxation laws are identified as per legal procedures and practices |
| 1. Innovate Business strategies | 1. Business innovation strategies are determined by the organization standards 2. Creativity in business development is demonstrated in accordance with business standards 3. ***Innovative business standards***  are developed as per business principles 4. Linkages with other entrepreneurs are created as per best practice 5. ICT is incorporated in business growth and development as per best practice |
| 1. Develop Business Plan | * 1. Business idea is described as per business procedures and standards   2. Business description is developed as per business plan format   3. Marketing plan is developed as per business plan format   4. Organizational/Management plan is prepared in accordance with business plan format   5. Production/operation plan is prepared in accordance with business plan format   6. Financial plan is prepared in accordance with the business plan format   7. Executive summary is prepared in accordance with business plan format   8. Business plan is presented as per best practice   9. Business ideas are incubated as per institutional 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. Sources of personal funds mayinclude but not limited to: | * Salary/Wages * Investments * Savings * Inheritance * Government Benefits |
| 1. Sources of business finance mayinclude but not limited to: | * Equity Financing * Debt Financing, * Personal Savings/Investment * Retained Earnings * Grants and Subsidies * Crowdfunding * supplier Credit: * Leasing and Asset Financing: |
| 1. Types of entrepreneurs may include but not limited to: | * Innovators * Imitators * Craft * Opportunistic * Speculators |
| 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-employment may include but not limited to | * Technical skills * Management skills * Entrepreneurial skills * Resources * Infrastructure |
| 1. Forms of businesses ownership may include but not limited to: | * Sole proprietorship * Partnership * Limited companies * Cooperatives |
| 1. Innovative business standards may include but not limited to: | * New products * New methods of production * New markets * New sources of supplies * Change in industrialization |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Management
* Problem-solving
* Root-cause analysis
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Decision making
* Business communication
* Change management
* Competition
* Risk
* Net working
* Time management
* Leadership
* Factors affecting entrepreneurship development
* Principles of Entrepreneurship
* Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
* Conflict resolution
* Health, safety and environment (HSE) principles and requirements
* Customer care standards
* Basic financial management
* Business strategic planning
* Impact of change on individuals, groups and industries
* Government and regulatory processes
* Local and international market trends
* Product promotion standards
* Market and feasibility studies
* Government and regulatory processes
* Local and international business environment
* Relevant developments in other industries
* Regional/ County business expansion standards

**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. Identified Sources of personal and business finance as per financial procedures and standards 2. Managed Personal finances as per financial procedures and standards 3. Made Investment decisions as per financial procedures and standards 4. GeneratedBusiness ideas and opportunities based on business procedure and standards 5. Analysed business life cycle based on business procedure and standards 6. Determined business innovative standards as per business principles 7. Developed and presented a business plan as per regulatory framework. |
| 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 |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written tests 2. Oral questions 3. Third party report 4. Interviews 5. Portfolio |
| 1. Context of Assessment | Competency may be assessed:   1. Training institution 2. workplace 3. 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 MARKETING SKILLS

**UNIT CODE: 0414 551 20A**

**UNIT DESCRIPTION:**

This unit describes competencies required to apply marketing skills. It involves developing marketing mix, evaluating marketing environment, marketing segments, hospitality demand, developing marketing plan, hospitality marketing strategy and creating hospitality promotional mix.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which 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. Develop marketing plan. | 1. ***Marketing objectives*** are identified as per work procedure. 2. Marketing ***SWOT analysis*** is carried out as per work procedure. 3. ***Target market*** is identified as per work procedure 4. ***Marketing resources*** are identified as per workplace. |
| 1. Apply hospitality marketing strategy | 1. ***Market information*** is gathered as per work procedure. 2. ***Market segmentation*** is identified as per work procedure. 3. ***Marketing decisions*** are developed as per work policy. 4. ***Marketing strategies*** are applied as per work procedures. |
| 1. Evaluate demand for hospitality services | 3. 1 Evaluation objectives are identified as per hospitality services demand.  3.2 Marketing history data is reviewed as per hospitality services demand.  3.3 Competitors are identified as per work procedure.  3.4 ***Products categories*** are identified as per work procedure.  3.5 Product demand is analysed as per work procedure.  3.6 Marketing performance is monitored as per work place policy. |
| 1. Evaluate marketing environment | 4.1 ***Macro and micro environments*** are identified as per work procedure  4.2 ***Competitors strategies*** are evaluated as per work procedure  4.3 Data on customer consumption is gathered as per work procedure.  4.4 ***Market trends*** are monitored as per workpolicy. |
| 1. Apply marketing mix. | 5.1 Product portfolio is developed as per work procedure  5.2.Packaging of product is designed as per work procedure  5.3. ***Promotion methods*** are applied as per work policy.  5.4.Market programming is designed as per work procedure  5.5.Competitive prices are set as per work procedure  5.6.Appropriate place is identified 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. **Marketing objectives**may include but not limited to***:*** | * Improving customer satisfaction * Increase brand awareness * Expand market research * Boasting sales. * Launch new products and services |
| 1. **SWOT analysis**may include but not limited to: | * Strengths * Weaknesses * Opportunities * Threats |
| 1. **Target market** may include but not limited to: | * Demographic target market * Geographic target market * Psychographic target market * Behavioural target market * Segmented by product usage * Industry or Niche market target |
| 1. **Marketing resources**may include but not limited to: | * Human resources * Financial resources * Digital tools and platforms * Content resource * Marketing channels * Promotional materials * Training and educational resources |
| 1. **Market information**may include but not limited to: | * Customer information * Competitor information * Industry trends * Market size and potential * Distribution and supply chain * Sources of market information |
| 1. **Market segmentation**may include but not limited to*:* | * Demographic segmentation * Geographic segmentation * Psychographic segmentation * Behavioural segmentation |
| 1. **Market decisions**may include but not limited to: | * Products decisions * Price decisions * Place (Distribution decisions) * Promotion decisions |
| 1. **Marketing strategies** may include but not limited to: | * Digital marketing strategy * Content marketing strategy * Brand marketing strategy * In-bound marketing strategy * Out-bound marketing strategy |
| 1. **Macro and micro environments** may include but not limited to: | * Micro environment * -Customers-Competitors * -Suppliers-Intermediaries * -Employees-Public * Macro environment * -Political factors-Economic factors * Sociocultural factors-Technological factors-Environmental factors-Legal factors |
| 1. **Competitors strategies**may include but not limited to: | * Cost leadership * Differentiation * Niche strategy * Innovation |
| 1. **Market trends** may include but not limited to: | * Technology trends * Sustainability trends * Consumer trends * Economic trends |
| 1. **Promotion methods** may include but not limited to: | * Public relations * Traditional advertising * Digital marketing * Sales promotion * Influencer Marketing * Word of mouth Marketing |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**REQUIRED SKILLS:**

* Communication
* Marketing
* Selling
* Interpersonal relationship
* Risk assessment
* Analytical
* Decision making
* Problem solving
* ICT skills
* Negotiation
* Report writing
* Organizational
* Leadership
* Teamwork
* Persuasion
* Planning
* Control
* Numeracy

**REQUIRED KNOWLEDGE:**

* Principles and methods of marketing
* Components of hospitality products
* Range of hospitality suppliers
* Customer knowledge
* Service standards
* Principles of hospitality
* Feedback mechanisms
* Promotion of the hospitality products
* Hospitality source markets

**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 | 1. Identified marketing objectives as per work procedure. 2. Carried out Marketing SWOT analysis as per work procedure. 3. Identified target market as per work procedure 4. Identified marketing strategies as per work requirement. 5. Identified marketing resources as per workplace. 6. Gathered market information as per work procedure. 7. Identified market segmentation as per work procedure. 8. Developed marketing decisions as per work policy. 9. Identified competitors as per work procedure. 10. Identified products categories as per work procedure. 11. Identified macro and micro environments as per work procedure 12. Evaluated competitors strategies as per work procedure 13. Developed product portfolio as per work procedure 14. Designed packaging of product as per work procedure 15. Applied promotion methods as per work policy |
| 1. Resource implications | The following resources should be provided for assessment:   * 1. Computer   2. Notebook   3. Flipcharts   4. Stationeries   5. Learning resource centre   6. 2.6 Internet |
| 1. Methods of assessment | ***Competency may be assessed through:***   * 1. practical   2. Verbal questioning   3. Project   4. Observation   5. Third party report   6. Interview   7. Written test |
| 1. Context of assessment | Competency may be assessed individually   1. Training institution 2. Workplace 3. Simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

## UNDERTAKE HOSPITALITY RESEARCH

**UNIT CODE: 0541 551 21A**

**UNIT DESCRIPTION:**

This unit describes competencies required to undertake hospitality research. It involves developing research topic, reviewing literature, applying research methodology, analyzing research findings and making recommendations in the hospitality industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which 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. Prepare research proposal | 1. Research problem is identified based on existing research gap. 2. Research objectives are developed according to research problem. 3. Research questions are designed based on research objectives. 4. Research proposal is developed as per work procedure. |
| 1. Apply research methods | 1. ***Research design*** is determined in accordance with research problem and research data. 2. Sample size is determined based on the research methodology. 3. ***Sampling techniques*** are determined in accordance with scope and research methodology. 4. Ethical considerations are determined based on research methods utilized. 5. Research materials are identified based on scope and research methodology. 6. Data is collected in accordance with ***research methodology***. |
| 1. Analyze research finding | 1. ***Data analysis methods*** are identified as per research design 2. Data analysis is performed as per research design. 3. Research report is prepared as per research design. |

**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. Data collection instruments may include but not limited to: | * Questionnaire * Interviews * Focus study group * Survey |
| 1. Data collection procedures may include but not limited to: | * Collect data * Measure information * Test hypothesis * Evaluate outcomes |
| 1. Sampling methods may include but not limited to: | * Random * Systematic * Cluster * Stratified * Convenience |
| 1. Data analysis methods may include but not limited to: | * Content analysis * Descriptive * Diagnostics * Predictive |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Types of research
* Research designs
* Data collection and analysis techniques
* Data analysis techniques
* Research instruments

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Communication
* Computer
* Creativity
* Interpersonal
* Critical thinking
* Decision making
* Observation
* Problem solving
* Report writing

**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. Identified research problem based on research existing research gap 2. Formulated research objectives in accordance with research problem 3. Developed project proposal as per workplace guidelines 4. Analysed data in line with research objectives 5. Prepared research report as per research objectives |
| 1. Resource Implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment |
| 1. Methods of Assessment | Competency may be assessed through:   1. Practical Assessment 2. Project-Based Assessment 3. Portfolio of Evidence 4. Third Party Reports 5. Written Assessment |
| 1. Context of Assessment | 1. Competency may be assessed in a training institution, workplace or simulated workplace |
| 1. Guidance information for assessment | * 1. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**MANAGE CATERING AND ACCOMMODATION OPERATIONS.**

**UNIT CODE: 1013 551 22A**

**UNIT DESCRIPTION:**

This unit describes competencies required to manage catering and accommodation operations. It involves preparing catering and accommodation work plans, organizing catering and accommodation services and controlling catering and accommodation 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. Prepare catering and accommodation work plan | 1. Objectives of catering and accommodation service are identified as per organization goals. 2. ***Catering and accommodation activities*** are identified as per work requirement. 3. Catering and accommodation ***materials and equipment*** are identified as per work requirement. 4. Catering and accommodation activitieswork schedule is prepared as per work procedure. 5. Catering and accommodation budget is prepared as per work requirement. |
| 1. Organize catering and accommodation service | * 1. Catering and accommodation ***duties*** allocation is carried out as per work requirement.   2. Catering and accommodation ***resources*** are allocated as per work requirement.   3. Coordination of catering and accommodation activities is performed as per work requirement   4. ***Risk mitigation measures*** are applied as per workplace policy. |
| 1. Control catering and accommodation operations | * 1. ***Catering and accommodation operations*** are coordinated as per work procedures.   2. Catering and accommodation resources are monitored as per workplace policy.   3. Catering and accommodation ***staff training*** is conducted as per work requirement.   4. Catering and accommodation ***staff motivation*** is conducted as per workplace policy.   5. Catering and accommodation ***staff performance*** is evaluated as per work policy   6. Catering and accommodation revenue is monitored as per workplace policy.   7. Catering and accommodation ***operational performance reports*** are prepared as per workplace 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. **Catering and accommodation activities** may include but not limited to: | * Food production * Food and beverage Service * Housekeeping * Laundry * Front office |
| 1. Catering and accommodation ***materials and equipment may include but not limited to:*** | **Production equipment**   * Ovens * Fridges * Sauce pans * Deep freezers * Dough mixers * Grillers * Cooking ranges * Coffee making machines   **Production materials**   * Flour * Sea foods * Poultry * Vegetables * Dairy products * Fruits * Fungi foods * Butchery   **Food and beverage Service equipment**   * Table wares * Microwaves * Hot plate * Fridges * Glassware * Furniture * Crockery * Hollow ware   **Food and beverage Service materials**   * Beverages * Linens * Table accompaniments\ * Food items * Tobacco and cigars * Accessories * Alcoholic and non-alcoholic beverages * Garnishes * Linens * Doilies * Matchbox   **Accommodation operations equipment**   * Vacuum cleaners * Squeegees * Brushes * Brooms * Scrubbers * Iron box * Iron board * Furniture   **Accommodation operations materials**   * Cleaning detergents * Stain removers * Polishes   **Accommodation articles**   * Table linens * Beddings * Floor mats   **Front office equipment**   * Computers * Telephones * Printers * Scanners * furniture   **Front office materials**   * printing papers * writing materials * files and folders * staplers * thermal rolls |
| 1. Catering and accommodation ***duties may include but not limited to:*** | **Duties**   * food preparation and presentation * food service * customer service * event catering * room preparation * cleaning of surfaces * customers security and safety * coordination with other departments * laundering of articles and fabric |
| 1. Catering and accommodation ***resources may include but not limited to:*** | **Resources**   * Kitchen equipment’s * Staff and skills * Ingredients and supplies * Technology and software * Facilities * Utilities * Accommodation operations equipment and materials |
| 1. ***Risk mitigation measures may include but not limited to:*** | **Mitigation measures**   * Food safety and hygiene * Fire and safety measures * Health and well-being * Risk management for customers |
| 1. ***Catering and accommodation operations may include but not limited to:*** | * Food production * Food service * Accommodation * Housekeeping * Maintenance * Accounts department |
| 1. ***Catering and accommodation operations staff training may include but not limited to:*** | **Staff training**   * Health and safety * Customer service * Communication * Compliance * Managerial training |
| 1. Catering and accommodation ***staff performance may include but not limited to:*** | **Staff performance**   * Customer service skills * Product knowledge * Efficiency and organization * Team work * Guest interaction * Professionalism and appearance * Crisis management |
| 1. Catering and accommodation ***staff motivation may include but not limited to:*** | **Staff motivation**   * Training and development * Mentorship programs * Rewarding of staff * Safe and comfortable work environment |
| 1. Catering and accommodation ***operational performance report may include but not limited to:*** | **Operational performance report**   * Customer satisfaction scores * Service efficiency * Food cost percentage * Revenue * Facilities management |

**REQUIRED KNOWLEDGE AND SKILLS**

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

**REQUIRED KNOWLEDGE**

The individual needs to demonstrate knowledge of:

* Menu knowledge
* Hotel management
* Basic culinary techniques
* Hygiene and sanitation
* Principles of management
* Cost control
* Digital literacy
* Nutrition and diet therapy
* Numeracy skills
* Accounting
* Food regulation
* Environmental literacy
* Safety
* Food hygiene

**REQUIRED SKILLS**

The individual needs to demonstrate the following skills:

* Culinary art
* Menu planning
* Organization
* Analytical
* Leadership
* Attention to detail
* Sales techniques
* Time management
* Interpersonal
* Entrepreneurial
* Critical thinking
* Information Technology (IT)

**EVIDENCE GUIDE**

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

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| 1. Critical aspects of competency | 1. Identified objectives of catering and accommodation service as per organization goals. 2. Identified catering and accommodation activities as per work requirement. 3. Identified catering and accommodation materials and equipment as per work requirement 4. Carried out catering and accommodation duties allocation as per work requirement. 5. Allocated catering and accommodation resources as per work requirement. 6. Performed coordination of catering and accommodation activities as per work requirement 7. Applied risk mitigation measures as per workplace policy. 8. Conducted catering and accommodation staff training as per work requirement. 9. Evaluated catering and accommodation staff performance as per work policy 10. Conducted catering and accommodation staff motivation as per workplace policy. 11. Monitored catering and accommodation revenue as per workplace policy. 12. Prepared catering and accommodation operational performance reports as per workplace policy. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   * 1. Practical   2. Projects   3. Written test   4. Portfolio of evidence   5. Oral test |
| 1. Context of assessment | * 1. This competency may be assessed in a training institution, 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. |

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