

**REPUBLIC OF KENYA**

**COMPETENCY-BASED MODULAR CURRICULUM**

**FOR**

**CATERING AND ACCOMMODATION MANAGEMENT**

**KNQF LEVEL 6**

**PROGRAMME 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 and economic development. Quality education and training contribute to the achievement of Kenya’s development blueprint and sustainable development goals.

Reforms in the education sector are necessary to achieve Kenya Vision 2030 and meet the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution, and this resulted in the formulation of the Policy Framework for Reforming Education and Training in Kenya (Sessional Paper No. 14 of 2012). A key feature of this policy is the radical change in the design and delivery of TVET training. This policy document requires that training in TVET be competency-based, curriculum development be industry-led, certification be based on demonstration of competence, and the mode of delivery allow for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this curriculum has been developed. For trainees to build their skills on foundational hands-on activities of the occupation, units of learning are grouped in modules. This has eliminated duplication of content and streamlined exemptions based on skills acquired as a trainee progresses in the up-skilling process, while at the same time allowing trainees to be employable in the shortest time possible through the acquisition of part qualifications.

It is my conviction that this curriculum will play a great role in developing competent human resources for the Hospitality and Tourism Sector’s growth and development.

**PRINCIPAL SECRETARY**

**STATE DEPARTMENT FOR TVET**

**MINISTRY OF EDUCATION**

# PREFACE

Kenya Vision 2030 aims to transform Kenya into a newly industrializing middle-income country, providing high-quality life to all its citizens by the year 2030. Kenya intends to create globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through lifelong education and training. TVET has a responsibility to facilitate the process of inculcating knowledge, skills, and worker behaviour necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency-Based Education and Training (CBET).

CAP 210A and Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya for Sustainable Development emphasized the need to reform curriculum development, assessment, and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry, as well as increase the global competitiveness of the Kenyan labour force.

This curriculum has been developed in adherence to the Kenya National Qualifications Framework and CBETA standards and guidelines. The curriculum is designed and organized into Units of Learning with Learning Outcomes, suggested delivery methods, learning resources, and methods of assessing the trainee’s achievement. In addition, the units of learning have been grouped in modules to concretize the skills acquisition process and streamline upskilling.

I am grateful to all expert trainers and everyone who played a role in translating the Occupational Standards into this competency-based modular curriculum.

**CHAIR OF COUNCIL**

# ACKNOWLEDGMENT

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support were received from expert trainers, institutions and organizations.

I recognize with appreciation the role of the National Sector Skills Committee (NSSC) in ensuring that competencies required by the industry are addressed in the curriculum. I also thank all stakeholders in the Hospitality and Tourism sector for their valuable input and everyone who participated in developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that individuals aspiring to work in the Hospitality and Tourism Sector acquire competencies to perform their work more efficiently and effectively.

**COUNCIL SECRETARY/CEO**

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**ABBREVIATIONS AND ACRONYMS**

|  |  |
| --- | --- |
| ANOVA | Analysis of variance |
| CBS | Competency-Based Skilling |
| CD | Compact Disc |
| CPU | Central Processing Unit |
| CV | Curriculum Vitae |
| DVD | Digital Versatile Disks |
| DVI | Digital Visual Interface |
| FAO | Food and Agriculture Organization of the Un |
| FIFO | First In First Out |
| GIT | Gastrointestinal tract |
| HACCPs | Hazard Analysis and Critical Control Points |
| HDMI | High-Definition Multimedia Interface |
| HSE | Health, safety and Environment principles |
| LIFO | Last In First Out |
| OSH | Occupational Safety and Health |
| PIN | Personal Identification |
| PPE | Personal Protective Equipment |
| RAM | Random Access Memory |
| RDA | Recommended Dietary Allowance |
| SWOT | Opportunities weaknesses strength and threat |
| TV | Television |
| TVET | Technical Vocational Education and Training |
| TVETA | Technical Vocational Education and Training |
| USB | Universal Serial Bus |
| VGA | Video Graphics Array |

# KEY TO UNIT CODE



# COURSE OVERVIEW

The Catering and Accommodation Manager Level 6 curriculum consists of competencies that a person must achieve to work as a Catering and Accommodation Manager in the hospitality industry. It involves 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 Learning**

| **Unit Code** | **Units Title** | **Unit Duration (Hours)** | **Credit Factor** |
| --- | --- | --- | --- |
| **MODULE I** | | | |
| 1013 551 01A | Front Office Operations | 180 | 18 |
| 1013 551 02A | Laundry Operations | 160 | 16 |
| **TOTAL** | | **340** | **34** |
| **MODULE II** | | | |
| 1013 551 03A | Housekeeping Operations | 300 | 30 |
| 101345104A | Housekeeping Interior Decorations | 80 | 8 |
| **TOTAL** | | **380** | **38** |
| **MODULE III** | | | |
| 0611 551 04A | Digital Literacy | 40 | 4 |
| 0915 551 05A | Principles Of Food Science and Nutrition | 80 | 8 |
| 1013 551 06A | Starters And Starter Accompaniments | 100 | 10 |
| 1013 551 07A | Main Meal | 100 | 10 |
| 1013 551 08A | Desserts And Bakery Products | 80 | 8 |
| 1013 551 09A | Bar Keeping Operations | 80 | 8 |
| **TOTAL** | | **480** | **48** |
| **MODULE IV** | | | |
| 0031 541 10A | Communication Skills | 40 | 4 |
| 0417 541 11A | Work Ethics and Practices | 40 | 4 |
| 0413 551 12A | Catering And Accommodation Cost and Control | 100 | 10 |
| 1013 551 13A | Specialty Dishes | 110 | 11 |
| 1013 551 14A | Food And Beverage Service | 150 | 15 |
| **TOTAL** | | **440** | **44** |
| **MODULE V** | | | |
| 0915 551 15A | Diet Therapy | 70 | 7 |
| 0411 551 16A | Accounting Operations | 120 | 12 |
| 1013 551 17A | Banquets And Events | 250 | 25 |
| **TOTAL** | | **440** | **44** |
| **MODULE VI** | | | |
| 0413 541 18A | Entrepreneurial Skills | 40 | 4 |
| 0414 551 19A | Marketing Skills | 80 | 8 |
| 0541 551 20A | Hospitality Research | 80 | 8 |
| 1013 551 21A | Catering And Accommodation Operations | 250 | 25 |
| **TOTAL** | | **450** | **45** |
| **Sub Total** | | **2530** | **253** |
| **Industrial Attachment** | | **480** | **48** |
| **GRAND TOTAL** | | **3010** | **301** |

**Entry Requirements**

An individual entering this course should have any of the following minimum requirements:

a) Kenya Certificate of Secondary Education (KCSE) mean grade C-, KCE Div. III, KACE 1 Principal and 1 Subsidiary or General Certificate of Education (Advanced level) UK or an equivalent qualification of KNQF 5

Or

b) Catering and Accommodation Operations Technician level 5 certificate.

Or

c)Any other equivalent qualification as determined by TVETA.

**Trainer qualification**

A trainer for any of the units of competency in this course must:

1. A trainer for this course must at least have a qualification equivalent to level 7 in Catering and Accommodation.
2. Be registered by TVETA.

**Industry Training**

An individual enrolled in this course will be required to undergo Industry training for a minimum period of 480 hours in Hospitality and Tourism sector. The industrial training may be taken after completion of all units for those pursuing the full qualification or be distributed equally in each unit for those pursuing part qualification. In the case of dual training model, industrial training shall be as guided by the dual training policy.

**Competency Assessment**

The course shall be assessed formatively and summatively:

1. During formative assessment, all performance criteria shall be assessed based on performance criteria weighting.
2. Number of formative assessments shall minimally be equal to the number of elements in a unit of competency.
3. During summative assessment, basic and common units may be integrated in the core units or assessed as discrete units.
4. Theoretical and practical weighting for a unit of learning shall be as follows;
5. 10:90 for units in module I and II
6. 30:70 for units in module III and IV
7. 40:60 for units in module Vand VI
8. Formative and summative assessments shall be weighted at 60% and 40% respectively in the overall unit of learning score

For a candidate to be declared competent in a unit of competency, the candidate must meet the following conditions:

1. Obtained at least 40% in theory assessment in formative and summative assessments.
2. Obtained at least 60% in practical assessment in formative and summative assessment where applicable.
3. Obtained at least 50% in the weighted results between formative assessment and summative assessment where the former constitutes 60% and the latter 40% of the overall score.
4. Assessment performance rating for each unit of competency shall be as follows:

|  |  |
| --- | --- |
| **MARKS** | **COMPETENCE RATING** |
| 80 -100 | Attained Mastery |
| 65 - 79 | Proficient |
| 50 - 64 | Competent |
| 49 and below | Not Yet Competent |
| Y | Assessment Malpractice/irregularities |

1. Assessment for Recognition of Prior Learning (RPL) may lead to award of part and/or full qualification.

**Certification**

A candidate will be issued with a Certificate of Competency upon demonstration of competence in a core Unit of Competency. To be issued with the **Kenya National TVET Certificate** in Catering and Accommodation Level 6, the candidate must demonstrate competence in all the Units of Competency as given in the qualification pack. A Statement of Attainment certificate may be issued upon demonstration of competence in a certifiable element within a unit.

The certificates will be awarded by the……………………………….

# MODULE I

# FRONT OFFICE OPERATIONS

**UNIT CODE: 1013 551 01A**

**UNIT DURATION: 180 hours**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: **perform front office operations.**

**Unit Description**

This unit describes competencies required to perform front office operations. It involves making guest reservations, conducting guest check-in procedures, carrying out guest occupancy services and conducting guest check-out procedures.

The unit is applicable in the hospitality industry.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Make guest reservation. | **50** |
| 2. | Conduct guest Check-in procedure. | **40** |
| 3. | Carry out guest occupancy services | **50** |
| 4. | Conduct guest check- out procedure | **40** |
| **Total** | | **180** |

* + - 1. .

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

| **Learning Outcome** | **Content** | **Duration**  **(Hours)** | **Suggested Assessment Methods** |
| --- | --- | --- | --- |
| * + - 1. 1. Make guest reservation. | * 1. Introduction      1. Definition of terms * Front office * Guest * Reservation   + 1. Functions of front office * Reservations * Registration * Room and rate assignment * Check-in guest services   1. Front office organization * Duties, responsibilities and attributes of front office personnel   1. Front office layout * Reception desk area * Guest waiting area * Office/Administration section. * Luggage handling area * Communication station. * Public restrooms * Cashier/payment area.   1. Front office sections * Reception * Reservation * Accounts * Enquiries * Concierge   1. Front office equipment and supplies * Front desk * Bell and concierge desk * Room and reservation racks   1. The guest cycle. * Pre-arrival * Arrival * Occupancy * Departure   1. Guest reservations      1. Types of reservations * Guaranteed reservations * Non-guaranteed reservations * Group reservations   + 1. Reservation process * Inquiry * Booking/reservation request * Confirmation * Pre-arrival * Check in * Stay and service * Check out * Post departure   + 1. Importance of reservation process * Guest convenience and satisfaction * Operational efficiency * Revenue optimization * Enhanced communication * Brand reputation and competitiveness * Data management * Legal and financial security   + 1. Types of guest inquiries * Room availability * Hotel rate * Amenities * Location * Hotel packages * Special requests * Room preferences. * Bed and bedding preferences. * Amenities and facilities. * Dietary requirements. * Accessibility needs. * Transportation * Health and wellness * Personal preferences * Pet sitting services   1. Guest registration      1. Registration process      2. Registration records      3. Registration methods and systems | 50 | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |
| * + - 1. 2. Conduct check-in procedure | * 1. Check in procedure   2. Types of guests * 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 * Owners   1. Types of guest details * Name * Contact details * Nationality * Gender * Next of kin details   1. Types of front office records * Arrival list * Room availability chart * Registration card * Blacklist * Reservation records * Booking vouchers * Stay records * Billing records * Feedback and complaints records.   1. Guest Briefing * Guest amenities * Guest supplies * Familiarization of the hotel services (check out time, game drive time) * Occupational health and safety precautions.   1. Room allocation   2.8.1 Types of rooms   * Singles * Doubles * Twin * Deluxe * Suits * Airbnb * cottages * Quad * Cabana   1. Room status * Vacant * Occupied * Out of order * Inspected * Dirty   1. Key control      1. Types of keys * Grand master key * Master key * Floor key * Individual room key * Emergency key. * Electronic key card   + 1. Elements of effective key control     2. Key collection and return     3. Key storage and security     4. Master key control     5. Key audits and monitoring     6. Training and policies     7. Lost or stolen keys     8. Electronic key control     9. Benefits of proper key control   1. Guest Briefing * Guest amenities * Guest supplies * Familiarization of the hotel services (check out time, game drive time) | 40 | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |
| * + - 1. 3. Carry out guest occupancy services | * 1. Communication      1. Modes of communication * Verbal * Written * Non-verbal   + 1. Means of communication   1. Types of guest services * Front desk services * Business services * Housekeeping * Room service * Food and beverage service * Wellness and fitness service * Security and safety services * Entertainment activities   1. Guest accounting      1. Objectives of guest accounting      2. Billing systems      3. Types of bills * 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. Method of payment * Cash * Credit cards * Debit cards * Mobile payment * Bank transfers * Online payment platforms * Cryptocurrency * Pre-paid cards * Gift cards * Buy now pay later * Money orders * Personal cheque | 50 | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |
| * + - 1. 4. Conduct guest check out procedure | * 1. Guest check-out process   2. Carry out night auditing.   3. Settlement of account * Bill reconciliation * Receipting and invoicing * Writing of receipt * Preparing of invoice   1. Guest feedback * Feedback form | 40 | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |

**Suggested Methods of Instruction**

* Practical
* Projects
* Demonstration
* Group discussion
* Facilitator led instruction

**RECOMMENDED RESOURCES FOR 25/30 TRAINEES**

| S/No. | Category/Item | Description/Specifications | Quantity | Recommended Ratio (Item: Trainee) |
| --- | --- | --- | --- | --- |
| A | Learning Materials | | | |
|  | Reference materials including E-resources | 1. Front office – P. Abbott, S. Lewry 2. Front office Management and operations - Andrews | 1 | 1:25 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Internet | Stable and reliable with bandwidth of 20Mbps | |  |
|  | Flip charts | Plain white | 1 | 1:25 |
|  | White board markers | Assorted | 1 | 1:25 |
|  | White board | Quality whiteboard of approximately 6 feet by 3 feet for writing during theory instruction | 1 | 1:25 |
| B | LEARNING FACILITIES & INFRASTRUCTURE | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees | 1 | 1:25 |
|  | Workshop | A fully equipped operational reception. | 1 | 1:25 |
| C | LARGE FRONT OFFICE EQUIPMENT | | | |
|  | Room rack | Spacious | 1 | 1:25 |
|  | Information desk | Spacious | 1 | 1:25 |
|  | Printing machine | Functional | 1 | 1:25 |
|  | PDQ | Functional | 1 | 1:25 |
|  | ETR Machine | Functional | 1 | 1:25 |
|  | Switchboard | Functional | 1 | 1:25 |
|  | Desk top | Functional | 1 | 1:25 |
|  | Key rack | Spacious | 1 | 1:25 |
| D | SMALL FRONT OFFICE EQUIPMENTS | | | |
|  | Wall clock | Functional | 2 | 1:13 |
|  | Guest folios |  | 2 | 1:13 |
|  | Reservation forms |  | 25 | 1:1 |
|  | Message slips |  | 25 | 1:1 |
|  | Lost and found register |  | 1 | 1:25 |
|  | Cash box |  | 1 | 1:25 |
|  | Key tags |  | 25 | 1:1 |
|  | Pens |  | 25 | 1:1 |
|  | Notepads |  | 25 | 1:1 |
|  | Staplers |  | 5 | 1:5 |
|  | Paper punch |  | 5 | 1:5 |
|  | Clip boards |  | 1 | 1:25 |
|  | Rubber stamp |  | 1 | 1:25 |
|  | Bar code scanner |  | 1 | 1:25 |
|  | Walkie talkies |  | 5 | 1:5 |
|  | Intercom systems |  | 5 | 1:5 |
|  | Calculator |  | 2 | 1:13 |
|  | Safe deposit boxes |  | 2 | 1:13 |
| F. CLEANING AGENTS AND MATERIALS | | | | |
|  | Liquid Detergent | Multi – purpose | 3liters | 1:8 |
|  | Scouring powder |  | 1kg | 1:25 |
|  | Disinfectant |  | 1ltre | 1:25 |
|  | Scoring pads | Assorted sizes | 10 | 1:3 |
|  | Window cleaners | 1 litre bottles | 5 | 1:5 |
|  | Yellow dusters | Non fluffy | 25 | 1:1 |
| E | CLEANING EQUIPMENT | | | |
|  | Cob web brush | With handles | 2 | 1:13 |
|  | Soft brushes | With handles | 2 | 1:13 |
|  | Dustpans and brush | A set | 5 | 1:5 |
|  | Mops | Both dry and wet | 5 | 1:5 |
|  | Mop buckets | Assorted materials / sizes | 5 | 1:5 |
|  | Hard brushes | With handles and without handles | 5 | 1:5 |
|  | Squeezers | With handles | 2 | 1:13 |
|  | Dustbins | Large with lids | 4 | 1:6 |
| F | SAFETY EQUIPMENTS | | | |
|  | Fire extinguishers | Assorted types (foam, co2, | 3 | 1:8 |
|  | Fire blankets | Standard size | 2 | 1:13 |
|  | First aid kit | Well stocked | 1 | 1:25 |
|  |  |  |  |  |

# LAUNDRY OPERATIONS

**UNIT CODE: 1013 551 02A**

**UNIT DURATION: 160 hours**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: **Perform laundry operations**.

**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.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Launder articles and fabrics | **60** |
| 2. | Dry clean articles and fabrics | **30** |
| 3. | Finish articles and fabrics | **40** |
| 4. | Perform linen control | **30** |
| **Total** | | **160** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Launder articles and fabrics | * 1. Introduction      1. Definition of terms * Laundry * Washing * Stain removal   + 1. Importance of laundry * Ensures personal hygiene. * Promotes a professional and polished appearance. * Maintains fabric longevity. * Improves comfort. * Prevents pest infestation. * Enhances comfort in hospitality and home settings.   + 1. laundry layout * Workflow optimization. * Zoning in the laundry room. * Size and layout design. * Equipment and storage considerations.   1. Hygiene and safety in laundry operations   2. Laundry systems * On-site laundry * Off-site laundry * Linen hire * Contract laundry services   1. Laundry staff organization * Laundry manager. * Laundry supervisor. * Laundry attendants. * Sorter/marker/parker * Press operator. * Dry cleaner. * Tumbler operator. * Feeders and folders. * Valet. * Laundry desk attendant. * Spotter.   1. Laundry tools and equipment      1. Classification of laundry tools and equipment * Washing equipment. * Drying equipment. * Finishing equipment * Storage equipment.   + 1. Special treatment equipment. * Boiling apparatus. * Electric boilers and small zinc boilers. * Boiling tongs and sticks. * Soft brushes. * Sponges.   + 1. Use, care and maintenance of laundry tools and equipment   1. Laundry agents      1. Classification of laundry agents * Water * Detergents. * Fabric conditioners. * Stain removers. * Bleaches. * Dry cleaning agents. * Starches. * Laundry blues. * Laundry dyes. * Grease solvents and absorbents.   + 1. Properties of laundry agents * Cleaning power * Solubility. * Stain removal capabilities. * Fabric safety. * Water softening ability.   + 1. Preparation, use and storage of laundry agents   1. Laundry care symbols * Washing * Drying * Finishing   1. Fibres and fabrics      1. Definition of terms * Fibre * Fabric   + 1. Classification of textile fibres * Natural fibres * Vegetable or plant based fibres * Animal based fibres. * Mineral based fibres.   + 1. Man-made fibres * Regenerated fibres. * Synthetic fibres.   + 1. Types of fabric   + Knitted fabric   + Woven fabric   + Bonded fabrics   + Felted fabrics   + Non-woven fabrics   + Netted and laces     1. Properties of textile fibres     2. Fabric construction methods   + Weaving.   + Crocheting   + Knitting.   + Blending.   + Bonding.   + Felting.     1. Fabric finishes   1. Previous preparation tasks   + 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 * Receiving * Recording * Sorting * Mending * Soaking   1. Procedure of laundering different fabrics * Cotton * Polyester * Silk * Wool * Acrylic * Rayon * Denim khaki * Linen   1. Landry tasks * Sort * Pre-treat stain * Wash   1. Special treatment processes.   + Starching   + Disinfecting   + Dyeing   + Bluing   + Sterilizing   1. Drying methods * Flat * Drip * Spin * Tumble dry   1.15 Laundry work plan | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |
| 1. Dry clean articles and fabrics | * 1. Definition of terms * Dry cleaning   1. Dry-cleaning agents   2. Pre-treatment tasks   + Sorting laundry   + Inspecting cloth   + Stain removal * Stain identification * Methods of stain removal * Rules for stain removal   + Spotting and sponging   1. Dry-cleaning process   2. Safety precautions   3. Waste disposal | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |
| 1. Finish articles and fabrics | * 1. Definition of terms * Finishing * Ironing * Pressing * Steaming * Foaming   1. Methods of finishing * Ironing * Pressing * Chemical finishing   1. Classification of finishing equipment * Manual * Mechanical   1. Airing process   2. Importance of airing articles and fabrics |  |
| 1. Perform linen control | * 1. Linen room * Equipment found in linen room * Qualities of a good linen room   1. Factors to consider when buying linen   2. Factors to consider when storing linen   3. Linen control * Checklist * Storage facilities * Security of linen * Stock taking * Linen exchange   1. Importance of linen control   2. Handling infected linen | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |

**Suggested Methods of Instruction**

* Trainer lead instruction
* Practical
* Projects
* Demonstration
* Group discussion
* Direct instruction

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

| S/No. | Category/Item | Description/Specifications | Quantity | Recommended Ratio (Item: Trainee) |
| --- | --- | --- | --- | --- |
| A | Learning Materials | | | |
|  | Textbooks | 1. The laundry book, Zack Pozniak  2. Laundry. The Home Comforts Book of caring for cloths and linen, Cheryl Mendelson | 1 | 1:25 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Flip charts | Plain white | 1 | 1:25 |
|  | White board markers | Assorted | 1 | 1:25 |
|  | White board | Quality whiteboard of approximately 6 by 3 feet for writing during theory instruction | 1 | 1:25 |
| B | LEARNING FACILITIES & INFRASTRUCTURE | | | |
|  | Lecture/Theory Room | Spacious room with a capacity for 25 trainees | 1 | 1:25 |
|  | Workshop | A fully equipped operational laundry room | 1 | 1:25 |
| C | LARGE LAUNDRY EQUIPMENT | | | |
|  | Ironing board |  | 5 | 1:5 |
|  | Linen cabinets |  | 5 | 1:5 |
|  | Washing machine |  | 1 | 1:25 |
|  | Laundry baskets |  | 14 | 1:2 |
|  | Laundry basins |  | 25 | 1:1 |
| D | SMALL LAUNDRY EQUIPMENT | | | |
|  | Iron boxes | Electric | 10 | 1:3 |
|  | Laundry detergent containers | Plastic | 25 | 1:1 |
|  | Laundry brushes |  | 5 | 1:5 |
|  | Hangers |  | 25 | 1:1 |
|  | Pegs | Assorted colours | 100 | 4:1 |
|  | Extension cable |  | 5 | 1:5 |
|  | Packaging bags | Assorted sizes | 100 | 4:1 |
|  | Buckets | Assorted sizes | 25 | 1:1 |
|  | Weighing scale | 30 kg maximum | 1 | 1:25 |
|  | Soak basins | Plastic | 25 | 1:1 |
|  | Small basins | Plastic | 25 | 1:1 |
|  | Cooking stick | Wooden | 25 | 1:1 |
|  | Measuring jugs | I litre | 25 | 1:1 |
|  | Peg holder |  | 25 | 1:1 |
| E. | CLEANING AGENTS AND MATERIALS | | | |
|  | Liquid Detergent | Multi – purpose set free | 3liters | 1:8 |
|  | Disinfectant | Multi – purpose set free | 3 litres | 1:8 |
|  | Stain removal agents | Multi – purpose set free | 3 litres | 1:8 |
|  | Moth balls |  | 2kgs | 1:13 |
|  | Fabric conditioner |  | 3 Llitres | 1:8 |
|  | Laundry starch |  | 3kgs | 1:8 |
|  | Laundry blue |  | 2 kg | 1:13 |
|  | Solvents and absorbents | Multi – purpose set free | 3 litres | 1:8 |
|  | Bleach | Multi-purpose | 2 litres | 1:13 |
|  | Bar soap | Scent free 1kg bar | 1 | 1:25 |
|  | Rubber gloves | Assorted sizes | 10 pairs | 1:3 |
|  | Yellow dusters | Non fluffy | 25 | 1:1 |
|  | Cleaning cloths |  | 25 | 1:! |
|  | Dustbin liner | 50pcs per packet | 1 | 1:25 |
| F | CLEANING EQUIPMENT | | | |
|  | Cob web brush | With handles | 2 | 1:12.5 |
|  | Soft brushes | Long handled | 2 | 1:12.5 |
|  | Dustpans and brush | A set | 5 | 1:5 |
|  | Mops | Both dry and wet | 5 | 1:5 |
|  | Mop buckets | Assorted materials / sizes | 5 | 1:5 |
|  | Hard brushes | Hard | 5 | 1:5 |
|  | Buckets | Assorted sizes | 10 | 1:3 |
|  | Squeezers | With handles | 2 | 1:13 |
|  | Dustbins | Large with lids | 4 | 1:6 |
| G | SAFETY EQUIPMENTS | | | |
|  | Fire extinguishers | Assorted types (Foam, CO2, Water) | 3 | 1:8 |
|  | Fire blankets | Standard size | 2 | 1:3 |
|  | First aid kit | Well stocked | 1 | 1:25 |

# MODULE II

# HOUSEKEEPING OPERATIONS

**UNIT CODE: 1013 551 03A**

**UNIT DURATION:300 HOURS**

**Relationship to Occupational Standards**

This unit addresses the unit of competency: **Perform housekeeping operations**

**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.

This unit addresses the unit of competency: **Perform housekeeping operations**

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare establishment facility | **120** |
| 2. | Make establishment bed | **50** |
| 3. | Provide floral services | **80** |
| 4. | Perform turn down services | **50** |
| **Total** | | **300** |

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

| **Learning Outcome** | **Content** | **Methods of Assessment** |
| --- | --- | --- |
| 1. Prepare establishment facility | * 1. Introduction      1. Definition of terms * Accommodation * Operations * Housekeeping   + 1. Importance of housekeeping. * Promotes health and hygiene. * Ensures safety. * Enhances comfort and aesthetic appeal. * Prolongs longevity of property and items. * Builds positive impression.   + 1. Duties of a housekeeper. * Cooperation with other departments. * Engagement, dismissal and welfare of staff. * Deployment, supervision, control and training of staff. * Dealing with lost property.   + 1. Housekeeping organization. * Classification. * Functions. * Organisation structure.   + 1. Attributes of a housekeeper. * Attention to details. * Time management skills. * Reliability and trustworthiness. * Organisational skills. * Loyalty. * Communication skills. * Flexibility. * Professionalism. * Problem solving skills * Integrity.   + 1. Hygiene, safety and control in housekeeping * Hygiene measures * Safety and security measures * Control measures * Energy and fuel conservation * Materials control   1. Establishment facility.      1. Types of establishment facility. * Guest rooms * Conference halls * Lounges * Offices * Corridors * Sanitary areas * Stair case   + 1. Facility and property maintenance * Lighting * Ventilation * Drainage * Water * Sanitation   1. Cleaning      1. Definition of terms. * Cleaning * Dust * Dirt. * Sanitation. * Disinfection. * Maintenance * Vacuuming.   + 1. Principles of cleaning. * Remove dust and dirt at the source * use the right cleaning method. * use appropriate cleaning agents. * Work from top to bottom. * Use the right cleaning tools and equipment. * Follow the manufacturer’s instructions. * Clean regularly and consistently.   + 1. Types of cleaning. * Daily cleaning * Weekly cleaning * Periodic cleaning   + 1. Cleaning equipment and materials. * Identification of equipment and materials. * Use, care and maintenance * Cleaning agents * Identification. * use and storage.   + 1. Previous preparations tasks. * Collecting equipment and materials * Ventilating the room/ public area * Assembling equipment and materials * Labelling of equipment and materials   1. Surface and surface finishes      1. Hard surfaces * Terrazzo * Ceramic tiles * Plastic * Cemented * Wooden * Metallic * Glass   + 1. Cleaning of different surfaces. * Methods and procedures of cleaning different surfaces. * Stain removal.   + 1. Cleaning of furnishings * Hard furnishings * Furniture * Soft furnishings * Curtains and drapes * Upholstery * Cushions and pillows * Carpets * Fabric wall hangings * Bath linens * Decorative fabric accessories   + 1. Surface Finishes. * Polished finish. * Matte finish * Brushed finish. * Painted finish. * Varnished finish.   1. Types of supplies. * Toiletries * Towels * Bathrobes * Bottled water * Sandal   1. Types of amenities * Coffee making facilities * Internet * Mini bar * T. Vs * Bedside lamp   1. Theme interpretation. * Cultural or heritage theme. * Nature or eco-friendly theme. * Luxury or opulence theme. * Modern or minimalist theme. * Vintage or retro theme. * Adventure or sports theme. * Wellness or spa theme. * Seasonal or festive theme.   + 1. Interior decoration. * Definition. * Principles of interior decoration. * A theme and a plan.   1. Post cleaning tasks * Types of waste * Methods of waste disposal * Cleaning of tools and equipment * Restocking of supplies and amenities * Inspection of equipment * Storage of equipment and materials   1.9 Housekeeping work plan | * Practical assessment * Project * Portfolio of evidence * Third party report * Simulation * Written tests * Oral questioning |
| 1. Make establishment bed | * 1. Types of beds * Single bed * Twin bed * Double bed * King size bed * Queen size bed * Cots * Bunk bed * Patients’ beds   1. Types of beddings * Mattresses * Comforter * Duvets * Bed sheets * Pillows * Pillow cases   1. Previous preparations tasks. * Collecting beddings and materials * Ventilating the room * Assembling equipment and materials * Labelling of equipment and materials   1. Procedure of bed making | * Practical assessment * Project * Portfolio of evidence * Third party report * Simulation * Written tests * Oral questioning |
| 1. Provide floral services | * 1. Introduction      1. Definition * Floral arrangements   + 1. Principles of floral arrangements     2. Basic floral arrangement shapes * Round * Oval * Triangular * Crecent * Horizontal * Vertical   1. Equipment used in floral arrangements * Personal protective equipment * Industrial gloves * Face Masks * Safety glasses * Gum boots * Overalls * Floral scissors * Floral knife * Flower vase * Wire Mesh   1. Materials used in floral arrangements * Oasis/foam * Fresh flowers * Artificial flowers * Decorative accessories   1. Treatment of flowers * Conditioning. * Hardening. * Water treatment. * Stem cutting. * Temperature control.   1. Methods of flower preservation * Air drying. * Pressing. * Silica gel drying. * Glycerine preservation. * Refrigeration. * Chemical preservation.   1. Care and maintenance of potted plants | * Practical assessment * Project * Portfolio of evidence * Third party report * Simulation * Written tests * Oral questioning |
| 1. Perform turn down service | * 1. Definition of terms * Turn down service   1. Turn down service procedure   2. Final touches carried out during turn down service * Refresh the scent * Place amenities thoughtfully * Ensure temperature comfort * Silent exit | * Practical assessment * Project * Portfolio of evidence * Third party report * Simulation * Written tests * Oral questioning |

**Suggested Methods of Instruction**

* Practical
* Projects
* Demonstration
* Group discussion
* Direct instruction

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

| S/No. | Category/Item | Description/Specifications | Quantity | Recommended Ratio (Item: Trainee) |
| --- | --- | --- | --- | --- |
| A | Learning Materials | | | |
|  | Textbooks | 1. Hotel housekeeping management and operations, Andrews 2. The professional housekeeper, Madelin Schneider | 1 | 1:25 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Flip charts | Plain white | 1 | 1:25 |
|  | White board markers | Assorted | 1 | 1:25 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:25 |
| B | LEARNING FACILITIES & INFRASTRUCTURE | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees, approximately 60 sqm | 1 | 1:25 |
|  | Workshop | A Fully Equipped Operational Guest house including Industrial -Current Tools and Equipment | 1 | 1:25 |
| C | LARGE HOUSEKEEPING EQUIPMENT | | | |
|  | Vacuum cleaner | Electric | 1 | 1:25 |
|  | Furniture | Assorted | 5 | 1:25 |
|  | Floor scrubber and polisher | Electric | 1 | 1:25 |
| D | CLEANING AGENTS AND MATERIALS | | | |
|  | Liquid Detergent | Multi – purpose set free | 3liters | 1:8 |
|  | Dustbin liner | 50pcs per packet | 1 | 1:25 |
|  | Disinfectant | Multi – purpose set free | 3 litres | 1:8 |
|  | Air freshener | Multi – purpose set free | 3 litres | 1:8 |
|  | Wood polish | Multi – purpose set free | 2 litres | 1:13 |
|  | Metal polish | Multi – purpose set free | 2 litres | 1:25 |
|  | Bleach | Multi-purpose | 2 litres | 1:13 |
|  | Scouring powder | Multi – purpose set free | 2 litres | 1:25 |
|  | Toilet cleanser |  | 3 litres | 1:8 |
|  | Bar soap | Scent free 1kg bar | 1 | 1:25 |
|  | Scoring pads | Assorted sizes | 10 | 1:3 |
|  | Steel wool | Assorted sizes | 10 | 1:3 |
|  | Rubber gloves | Assorted sizes | 10 pairs | 1:3 |
|  | Window cleaners | 1 litre bottles | 5 | 1:5 |
|  | Yellow dusters | Non fluffy | 25 | 1:1 |
|  | Dustbin liner | 50pcs per packet | 1 | 1:25 |
| E | CLEANING EQUIPMENT | | | |
|  | Cob web removers | With handles | 2 | 1:13 |
|  | Soft brushes | Soft | 2 | 1:13 |
|  | Dustpans and brush | Paired | 2 | 1:13 |
|  | Mops | With handles | 5 | 1:5 |
|  | Mop buckets | Assorted materials / sizes | 5 | 1:5 |
|  | Toilet brushes and holders | With handles | 5 | 1:5 |
|  | Hard brushes | Hard | 5 | 1:5 |
|  | Buckets | Assorted sizes | 10 | 1:3 |
|  | Squeezers | With handles | 2 | 1:13 |
|  | Dustbins | Large with lids | 4 | 1:6 |
| F | SAFETY EQUIPMENTS | | | |
|  | Fire extinguishers | Assorted types | 3 | 1:8 |
|  | Fire blankets | Standard size | 2 | 1:3 |
|  | First aid kit | Complete set | 1 | 1:25 |

# HOUSEKEEPING INTERIOR DECORATIONS

**UNIT CODE: 1013 551 04A**

**DURATION OF UNIT: 80 hours**

This unit addresses the unit of competency: **Perform Housekeeping Interior Decorations**

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

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Perform establishment skirting and towel folding. | **30** |
| 2. | Make surface drapings. | **25** |
| 3. | Make floral arrangements | **25** |
| **Total** | | **80** |

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

| **Learning Outcome** | **Content** | **Hours allocated** | **Methods of Assessment** |
| --- | --- | --- | --- |
| 1. Perform establishment skirting and towel folding | 1.1Introduction   * Definition of terms * Importance of skirting and towel folding.   1.2 Hygiene, safety and control in housekeeping   * Hygiene measures * Safety and security measures * Materials control   1.3 Previous preparations tasks.   * Collecting equipment and materials * Ventilating the room/ public area * Assembling equipment and materials * Labelling of equipment and materials   1.4 Types of establishment facility.   * Guest rooms * Conference halls * Lounges * Offices * Corridors * Sanitary areas * Stair case   1.5 Fabric skirting décor   * Types of fabric skirting * Skirting techniqs * Creative skirting   1.6 Towel folds   * Types of towel folds * Towel sizes and folding variations * Commercial /retail folding standards * Origami or decorative towel folding.   1.7 Cleaning  1.7.1 Definition of terms.   * Cleaning * Dust * Dirt. * Sanitation. * Disinfection. * Maintenance * Vacuuming.   1.7.2 Cleaning equipment and materials.   * Identification of equipment and materials. * Use, care and maintenance * Cleaning agents * Identification. * Use and storage.   1.8 Interior decoration.   * Definition. * Principles of interior decoration. * A theme and a plan.   1.9 Theme interpretation.   * Cultural or heritage theme. * Nature or eco-friendly theme. * Luxury or opulence theme. * Modern or minimalist theme. * Vintage or retro theme. * Adventure or sports theme. * Wellness or spa theme. * Seasonal or festive theme.   1.10 Post cleaning tasks   * Types of waste * Methods of waste disposal * Cleaning of tools and equipment * Restocking of supplies and amenities * Inspection of equipment * Storage of equipment and materials | **30 Hours** | * Practical assessment * Project * Portfolio of evidence * Third party report * Simulation * Written tests * Oral questioning |
| 2. Make surface draping’s. | * 1. Types of draping’s * Towel draping * Medical surgical draping * Artistic/geography draping   2.3 Draping techniqs   * Fashion draping * Interior and home decorations * Event and wedding draping * Photography and styling draping   2.4 Fabric knowledge   * Types of fabric * Structure fabric * Flowy fabric * Stretchy fabric   2.5basic draping tecqnic   * pleating and folding * gathering and ruffling * layering and cascading * twisting and knotting   2.6 Post cleaning tasks   * Types of waste * Methods of waste disposal * Cleaning of tools and equipment * Restocking of supplies and amenities * Inspection of equipment * Storage of equipment | **25** | * Practical assessment * Project * Portfolio of evidence * Third party report * Simulation * Written tests * Oral questioning |
| 3. Make floral arrangements | 3.1 Introduction   * Definition * Principles of floral arrangements * Basic floral arrangement shapes   3.2 Equipment used in floral arrangements   * Personal protective equipment * Industrial gloves * Face Masks * Safety glasses * Gum boots * Overalls * Floral scissors * Floral knife * Flower vase/pot * Wire Mesh   3.3Materials used in floral arrangements   * Oasis/foam * Fresh flowers * water * Artificial flowers * Decorative accessories   1. Treatment of flowers * Conditioning. * Hardening. * Water treatment. * Stem cutting. * Temperature control.   1. Methods of flower preservation * Air drying. * Pressing. * Silica gel drying. * Glycerine preservation. * Refrigeration. * Chemical preservation.   1. Care and maintenance of potted plants | **25 Hours** | * Practical assessment * Project * Portfolio of evidence * Third party report * Simulation * Written tests * Oral questioning |

**Suggested Methods of Instruction**

* Practical
* Projects
* Demonstration
* Group discussion
* Facilitator lead instructions

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

| S/No. | Category/Item | Description/Specifications | Quantity | Recommended Ratio (Item: Trainee) |
| --- | --- | --- | --- | --- |
| A | Learning Materials | | | |
|  | Textbooks | 1. Hotel housekeeping management and operations, Andrews 2. The professional housekeeper, Madelin Schneider | 1 | 1:25 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Flip charts | Plain white | 1 | 1:25 |
|  | White board markers | Assorted | 1 | 1:25 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:25 |
| B | LEARNING FACILITIES & INFRASTRUCTURE | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees. | 1 | 1:25 |
|  | Workshop | A fully equipped operational guest house. | 1 | 1:25 |
| C | LARGE HOUSEKEEPING EQUIPMENT | | | |
|  | Vacuum cleaner |  | 1 | 1:25 |
|  | Furniture | Assorted | 5 | 1:25 |
|  | Floor scrubber and polisher |  | 1 | 1:25 |
| D | CLEANING AGENTS AND MATERIALS | | | |
|  | Liquid Detergent | Multi – purpose | 3liters | 1:8 |
|  | Dustbin liner | 50pcs per packet | 1 | 1:25 |
|  | Disinfectant | Multi – purpose set free | 3 litres | 1:8 |
|  | Air freshener | Multi – purpose set free | 3 litres | 1:8 |
|  | Wood polish | Multi – purpose set free | 2 litres | 1:13 |
|  | Metal polish | Multi – purpose set free | 2 litres | 1:25 |
|  | Bleach | Multi-purpose | 2 litres | 1:13 |
|  | Scouring powder | Multi – purpose set free | 2 litres | 1:25 |
|  | Toilet cleanser |  | 3 litres | 1:8 |
|  | Bar soap | Scent free 1kg bar | 1 | 1:25 |
|  | Scoring pads | Assorted sizes | 10 | 1:2.5 |
|  | Steel wool | Assorted sizes | 10 | 1:2.5 |
|  | Rubber gloves | Assorted sizes | 10 pairs | 1:3 |
|  | Window cleaners | 1 litre bottles | 5 | 1:5 |
|  | Yellow dusters | Non fluffy | 25 | 1:1 |
| E | CLEANING EQUIPMENT | | | |
|  | Cob web brush | With handles | 2 | 1:12.5 |
|  | Soft brushes | Soft with handle and without | 2 | 1:12.5 |
|  | Dustpans and brush | A set | 2 | 1:12.5 |
|  | Mops | Both dry and wet | 5 | 1:5 |
|  | Mop buckets | Assorted materials / sizes | 5 | 1:5 |
|  | Toilet brushes and holders | With handles | 5 | 1:5 |
|  | Hard brushes | With handle and without. | 5 | 1:5 |
|  | Buckets | Assorted sizes | 10 | 1:3 |
|  | Squeezers | With handles | 2 | 1:13 |
| F | SAFETY EQUIPMENT | | | |
|  | Fire extinguishers | Assorted types | 3 | 1:8 |
|  | Fire blankets | Standard size | 2 | 1:3 |
|  | First aid kit | Complete set | 1 | 1:25 |
|  | PPEs |  |  |  |
| G | WASTE DISPOSAL EQUIPMENT. | | | |
|  | Dustbins | Large with lids | 4 | 1.6 |
|  | Dustbin liners | 50 pcs per packet | 1 | 1.25 |

# MODULE III

# DIGITAL LITERACY

**ISCED UNIT CODE: 0611 551 05A**

**Duration of Unit: 40 Hours**

**Relationship with Occupational Standards**

This unit addresses the Unit of Competency: Apply Digital Literacy

**Unit Description**

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

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Operate Computer Devices | **6** |
| 2. | Solve Tasks Using the Office Suite | **14** |
| 3. | Manage Data and Information | **6** |
| 4. | Perform Online Communication and Collaborations | **4** |
| 5. | Apply Cybersecurity Skills | **4** |
| 6. | Perform Online Jobs | **4** |
| 7. | Apply job entry techniques. | **2** |
| **Total** | | **40** |

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

| **Learning Outcome** | **Content** | **Suggested**  **Assessment Methods** |
| --- | --- | --- |
| 1. Operate computer devices | * 1. Meaning and importance of digital literacy   2. Functions and Uses of Computers   3. Classification of computers   4. Components of a computer system   5. Computer Hardware      1. The System Unit E.g. Motherboard, CPU, casing      2. Input Devices e.g. pointing, keying, scanning, voice/speech recognition, direct data capture devices.      3. Output Devices e.g. hardcopy output and softcopy output      4. Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives      5. Computer Ports e.g. HDMI, DVI, VGA, USB type C etc.   6. Classification of computer software   7. Operating system functions   8. Procedure for turning/off a computer   9. Mouse use techniques   10. Keyboard Parts and Use Techniques   11. Desktop Customization   12. File and Files Management using an operating system   13. Computer Internet Connection Options       1. Mobile Networks/Data Plans       2. Wireless Hotspots       3. Cabled (Ethernet/Fiber)       4. Dial-Up       5. Satellite   14. Computer external devices management       1. Device connections       2. Device controls (volume controls and display properties) | * Observation * Written assessment * Oral assessment * Practical assessment |
| 1. Solve tasks using Office suite | * 1. Meaning and Importance of Word Processing   2. Examples of Word Processors   3. Working with word documents      1. Open and close word processor      2. Create a new document      3. Save a document      4. Switch between open documents   4. Enhancing productivity      1. Set basic options/preferences      2. Help resources      3. Use magnification/zoom tools      4. Display, hide built-in tool bar      5. Using navigation tools   5. Typing Text   6. Document editing (copy, cut, paste commands, spelling and Grammar check)   7. Document formatting      1. Formatting text      2. Formatting paragraph      3. Formatting styles      4. Alignment      5. Creating tables      6. Formatting tables   8. Graphical objects      1. Insert object (picture, drawn object)      2. Select an object      3. Edit an object      4. Format an object   9. Document Print setup      1. Page layout,      2. Margins set up      3. Orientation.   10. Word Document Printing   11. Meaning & Importance of electronic spreadsheets   12. Components of Spreadsheets   13. Application areas of spreadsheets   14. Using spreadsheet application       1. Parts of Excel screen: ribbon, formula bar, active cell, name box, column letter,row number, Quick Access Toolbar.       2. Cell Data Types       3. Block operations       4. Arithmetic operators (formula bar (-, +, \*, /).       5. Cell Referencing   15. Data Manipulation       1. Using Functions (Sum, Average, SumIF, Count, Max, Max, IF, Rank, Product, mode etc)       2. Using Formulae       3. Sorting data       4. Filtering data       5. Visual representation using charts   16. Worksheet printing   17. Electronic Presentations   18. Meaning and Importance of electronic presentations   19. Examples of Presentation Software   20. Using the electronic presentation application       1. Parts of the PowerPoint screen (slide navigation pane, slide pane, notes, the ribbon, quick access toolbar, and scroll bars).       2. Open and close presentations       3. Creating Slides (Insert new slides, duplicate, or reuse slides.)       4. Text Management (insert, delete, copy, cut and paste, drag and drop, format, and use spell check).       5. Use magnification/zoom tools       6. Apply or change a theme.       7. Save a presentations       8. Switch between open presentations   21. Developing a presentation       1. Presentation views       2. Slides       3. Master slide   22. Text       1. Editing text       2. Formatting       3. Tables   23. Charts       1. Using charts       2. Organization charts   24. Graphical objects       1. Insert, manipulate       2. Drawings   25. Prepare outputs       1. Applying slide effects and transitions       2. Check and deliver          1. Spell check a presentation          2. Slide orientation          3. Slide shows, navigation   26. Print presentations (slides and handouts) | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Manage Data and Information | * 1. Meaning of Data and information   2. Importance and Uses of data and information   3. Types of internet services      1. Communication Services      2. Information Retrieval Services      3. File Transfer      4. World Wide Web Services      5. Web Services      6. Automatic Network Address Configuration      7. News Group      8. Ecommerce   4. Types of Internet Access Applications   5. Web browsing concepts      1. Key concepts      2. Security and safety   6. Web browsing      1. Using the web browser      2. Tools and settings      3. Clearing Cache and cookies      4. URIs      5. Bookmarks      6. Web outputs   7. Web based information      1. Search      2. Critical evaluation of information      3. Copyright, data protection   8. Downloads Management   9. Performing Digital Data Backup (Online and Offline)   10. Emerging issues in internet | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Perform online communication and collaboration | * 1. Netiquette principles   2. Communication concepts      1. Online communities      2. Communication tools      3. Email concepts   3. Using email      1. Sending email      2. Receiving email      3. Tools and settings      4. Organizing email   4. Digital content copyright and licenses   5. Online collaboration tools      1. Online Storage (Google Drive)      2. Online productivity applications (Google Docs & Forms)      3. Online meetings (Google Meet/Zoom)      4. Online learning environments      5. Online calendars (Google Calendars)      6. Social networks (Facebook/Twitter – Settings & Privacy)   6. Preparation for online collaboration      1. Common setup features      2. Setup   7. Mobile collaboration      1. Key concepts      2. Using mobile devices      3. Applications      4. Synchronization | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Apply cybersecurity skills | * 1. Data protection and privacy      1. Confidentiality of data/information      2. Integrity of data/information      3. Availability of data/information   2. Internet security threats      1. Malware attacks      2. Social engineering attacks      3. Distributed denial of service (DdoS)      4. Man-in-the-middle attack (MitM)      5. Password attacks      6. IoT Attacks      7. [Phishing Attacks](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#phishing-attacks)      8. [Ransomware](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#ransomware)   3. Computer threats and crimes   4. Cybersecurity control measures      1. Physical Controls      2. Technical/Logical Controls (Passwords,PINs, Biometrics)      3. Operational Controls   5. Laws governing protection of ICT in Kenya      1. The Computer Misuse and Cybercrimes Act No. 5 of 2018      2. The Data Protection Act No. 24 Of 2019 | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Perform Online Jobs | * 1. Introduction to online working   2. Types of online Jobs   3. Online job platforms      1. Remotask      2. Data annotation tech      3. Cloud worker      4. Upwork      5. Oneforma      6. Appen   4. Online account and profile management   5. Identifying online jobs/job bidding   6. Online digital identity   7. Executing online tasks   8. Management of online payment accounts. | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Apply job entry techniques | * 1. Types of job opportunities      1. Self-employment      2. Service provision      3. product development      4. salaried employment         1. Sources of job opportunities   2. Resume/ curriculum vitae      1. What is a CV      2. How long should a CV be      3. What to include in a CV      4. Format of CV      5. How to write a good CV      6. Don’ts of writing a CV   3. Job application letter      1. What to include      2. Addressing a cover letter      3. Signing off a cover letter   4. Portfolio of Evidence      1. Academic credentials      2. Letters of commendations      3. Certification of participations      4. Awards and decorations   5. Interview skills      1. Listening skills      2. Grooming      3. Language command      4. Articulation of issues      5. Body language      6. Time management      7. Honesty   6. Generally knowledgeable in current affairs and technical area | * + Observation   + Oral assessment   + Portfolio of evidence   + Third party report * Written assessment |

**Suggested Methods Instruction**

* + Instructor-led facilitation using active learning strategies
  + Demonstration by trainer
  + Practical work by trainees
  + Viewing of related videos
  + Group discussions
  + Project
  + Role play
  + Case study

**Recommended Resources for 30 Trainees**

| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| --- | --- | --- | --- | --- |
| **A** | **Learning Materials** |  |  |  |
|  | Textbooks | Comprehensive texts books on Digital Literacy | 30 pcs | 1:1 |
|  | Installation Manuals | Detailed guides for equipment and software installation and troubleshooting | 5 pcs | 1:5 |
|  | PowerPoint Presentations | For trainer’s use, covering course content and practical applications | 1 | 1:30 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:30 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:30 |
|  | Printer | An ink-jet, laser-jet or toner-cartridge printer for printing notes, instructions and working drawings | 1 | 1:30 |
|  | Templates | Templates for creating various documents e.g. CV, Cover Letter, etc. | 30 | 1:1 |
| **B** | **Learning Facilities & Infrastructure** |  |  |  |
|  | Lecture/Theory Room  /Learning Resource  Area\* | Spacious, equipped with projectors and Seats for 30 trainees, approximately 45 sqm (5 m x 9 m) | 1 | 1:30 |
|  | Computer Laboratory | Equipped with at least 30 functional computers with internet connectivity and the following software:   * + - Windows/ Linux/ Macintosh Operating System     - Microsoft Office Software     - Google Workspace Account     - Antivirus Software | 30 | 1:1 |
|  |  |  |  |  |
| **C** | **Consumable Materials** |  |  |  |
|  | Printing Papers | A4 and A3 Printing papers suitable for the task | Enough |  |
|  | Whiteboard Marker Pens | Dry-erase markers for trainers use. Assorted colors | Enough |  |
|  | Storage devices | Any of the following storage devices:   * USB Flash Drive * USB Hard Drive * Compact Disks (CDs) * Digital Versatile Disks (DVDs) | Enough |  |

**PRINCIPLES OF FOOD SCIENCE AND NUTRITION**

**UNIT CODE: 0915 551 06A**

**UNIT DURATION: 80** Hours

**Relationship to Occupational Standards**

This unit addresses the unit of competency: apply principles of human nutrition

**Unit Description**

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

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply knowledge of food composition | **25** |
| 2. | Apply knowledge of nutritional deficiency and disorders | **25** |
| 3. | Apply knowledge of organic chemistry in food production | **15** |
| 4. | Apply knowledge of food micro-biology | **15** |
| **Total** | | **80** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Apply knowledge of food composition | * 1. Definition of terms * Food * Food composition * Nutrients * Nutritional requirements * Macronutrients * Micronutrients * Balanced diet   1. Components of balance diet * Carbohydrates * Proteins * Fats * Vitamins * Minerals * Fiber * Water   1. Interpretation of food composition tables.      1. Macronutrients and RDAs * Energy(kcl/kj) Total energy provided by food * Carbohydrate * Proteins * Fats   + 1. Micronutrients and RDAs * Vitamins * Minerals   + 1. Other components * Water content * Fiber * Ash * Phytochemicals   + 1. Serving information (nutritional content per 100gms or standard serving size)     2. Uses of food composition tables * Nutritional assessment * Meal planning * Research   + 1. Examples of food composition tables * FAO/INFOODS Global Food Composition table * USDA National Nutrient Database   1. Nutrients      1. Sources      2. Functions.   2. Balanced meal plan      1. Daily nutritional goals      2. Portion control      3. Colour diversity      4. Limited processed foods      5. Special needs | * Written. * Third party report * Oral questioning * Interviews |
| 2 Apply knowledge of nutritional deficiency and disorders | * 1. Digestion of foods      1. Definition of terms * Digestion * Mastication * Deglutination * Indigestion * Egestion * Absorption * Peristalsis   + 1. Human digestive system (GIT)     2. Food absorption and metabolism   1. Nutritional deficiency diseases      1. common nutritional deficiency/ disorders      2. Causes, signs, symptoms and prevention | * Written. * Third party report * Oral questioning * Interviews |
| 1. Apply knowledge of organic chemistry in food production | * 1. Functional groups      1. Definition      2. Common functional groups * Hydroxyl group (-OH) * Carboxyl group (-COOH) * Amine group (-NH2) * Carbonyl group (C=O) * Phosphate group (-PO4) * Ester group (-COO-)   + 1. Role of functional groups Chemical properties, * Taste texture, * Nutritional value of food   1. Hydrocarbons in foods      1. Types of hydrocarbons * Alkanes * Alkenes * Alkynes * Aromatic hydrocarbons * Terpenes * Food additives   + 1. Effects of hydrocarbons reactions in food preparation and production. * 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. Effects of chemical reactions in food quality and safety | * Written. * Third party report * Oral questioning * Interviews |
| 1. Apply knowledge of food micro-biology | * 1. Food Microbiology      1. Definition of terms * Microbiology * Microorganisms * Food contamination * Food spoilage * Food poisoning/illness   + 1. Introduction to food microbiology   1. Microorganism in food.      1. Beneficial microorganism * Lactic acid bacteria * Yeasts * Moulds * Probiotics   + 1. Harmful microorganism * Bacteria (salmonella, Escherichia coli, clostridium, etc) * Viruses (norovirus, hepatitis A, Rotavirus) * Parasites (tapeworms, Giardia intestinalis) * Fungi (Aspergillus flavus, Penicillium moulds)   1. Food contamination.      1. Types of food contaminants * Microbial contamination * Chemical contamination * Physical contamination * Natural contaminants   + 1. Common sources of food Contamination * Food handlers * Raw ingredients * Equipment and surfaces * Storage issues   + 1. Key practices to prevent food contamination * Personal hygiene * Food storage * Cooking and preparation * Sanitation   + 1. Factors influencing microbial growth in food.   1. Food spoilage      1. Types of food spoilage * Microbial spoilage * Enzymatic spoilage * Chemical spoilage * Physical spoilage * Natural spoilage   + 1. Causes of food spoilage * Microbial growth * Enzymatic activity * Physical damage of food * Environmental factors * Chemical reactions * Improper food handling * Microbial toxins * Use of spoiled or expired ingredients   4.4.3 Characteristics of spoilt food.   * Off-odours * Discolouration * Change in texture * Formation of mould * Off-taste * Presence of excessive liquids * Sticky or slippery surface * Fermentation * Softening or melting   4.4.4 Preventive measures   * Proper storage * Use of preservatives * Correct temperature * Hygiene and cleanliness   4.5 Food poisoning  4.5.1Types of food poisoning   * Bacterial food poisoning * Viral food poisoning * Parasitic food poisoning * Food bone toxins * Chemical food poisoning   4.5.2 Causes of food poisoning   * Bacteria contamination * Viral contamination * Parasitic contamination * Chemical contamination * Cross contamination * Improper food storage * Poor hygiene practices * Food allergens and intolerances   4.5.3 Preventive measures of food poisoning.   * Proper food handling * Cook food properly * Store food correctly * Avoid cross contamination * Maintain cleanliness   4.6 Legal requirements in prevention of food poisoning.   * Food safety and hygiene regulations * Food service standards * Licensing and inspection requirement * Hazard analysis and critical control points. * Environmental healthy and waste management | * Written. * Observation * Third party report * Oral questioning * Interviews * Role playing |

**Suggested Methods of Instruction**

* Projects
* Practice by the trainee
* Discussions
* Trainer led instruction
* Role playing

**Recommended Resources for 30 Trainees**

| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| --- | --- | --- | --- | --- |
| **A** | **Learning Materials** |  |  |  |
|  | Textbooks | Comprehensive texts books on Entrepreneurial Skills | 30 pcs | 1:1 |
|  | PowerPoint Presentations | For trainer’s use, covering course content and practical applications | 1 | 1:30 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:30 |
|  | Media Resources | These include but are not limited to:   * Video Clips * Audio Clips * TV Sets * Radio Sets * Newspapers * Business Journals * Case studies |  |  |
|  | Templates | Templates for creating various documents e.g. business plan, invoices etc. | 30 | 1:1 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** |  |  |  |
|  | Lecture/Theory Room  /Learning Resource  Area\* | Spacious, equipped with projectors and Seats for 30 trainees, approximately 45 sqm (5 m x 9 m) | 1 | 1:30 |
|  | Computer Laboratory | Equipped with at least 15 functional computers with internet connectivity and the following software:   * Windows/ Linux/ Macintosh Operating System * Microsoft Office Software * Google Workspace Account * Antivirus Software | 1 | 1:1 |
|  |  |  |  |  |
| **C** | **Consumable Materials** |  |  |  |
|  | Writing Materials | Writing materials for note taking | Enough |  |
|  | Flashcards | For carrying out various activities by trainees | Enough |  |
|  | Charts | Sufficient for group work activities and displaying | Enough |  |
|  | Whiteboard Marker Pens | Dry-erase markers for trainers use. Assorted colors | Enough |  |

# PRODUCTION OF STARTERS AND STARTER ACCOMPANIMENTS

**UNIT CODE:** 1013 551 07A

**UNIT DURATION:** 100HOURS

**Relationship to Occupational Standards**

This unit addresses the unit of competency: **prepare starters and starter accompaniments.**

**Unit Description**

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

The unit is applicable in the hospitality industry

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare cold starters | **40** |
| 2. | Prepare hot starters | **40** |
| 3. | Prepare starter accompaniments | **20** |
| **Total** | | **100** |

1. Prepare cold starters
2. Prepare hot starters
3. Prepare starter accompaniments

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Prepare cold starters | * 1. Kitchen organization      1. Kitchen layout      2. Kitchen sections      3. Kitchen main services * Types of kitchen main services * Energy * Water * Drainage * Care and maintenance of service systems * Types and uses of PPEs * Safety boots * Side cloth * Apron * Chef ‘s jacket * Chef ‘s hat * Chef ‘s trousers/Skirts * Neck tie * Kitchen gloves * Mask   1. Occupational safety and health * 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 * Water * Sanitizer * Detergents * Salads wash * Paper towel * Sponges   1. Kitchen tools and equipment      1. Classification of kitchen tools and equipment * Large equipment * Mechanical equipment * Small tools   + 1. Care and maintenance of food production tools and equipment     2. Ingredients   1. Ingredients used * Lettuce * Tomatoes * Cucumber * Bell peppers * Radish * Onions * Carrots * Beans * Pumpkin * Celery * Avocados * Eggs * Gherkins * Rice * Walnuts * Sun dried tomatoes * Oil * Vinegar * Capers * Olives * Chicken cuts * Beef * Stocks   + 1. Herbs, spices and condiments * Definition * Uses   1. Freshness and quality points for ingredients used   - HACCP   * 1. Preparation of cold starters      1. Preparation techniques of cold   starters   * Chopping * Dicing * Slicing * Blanching * Whisking * Pickling * Marinating   1. Recipes * Types of recipes * Recipe interpretation * Recipe conversion   1. Hygiene practices      1. Personal hygiene      2. Food hygiene * Cross contamination prevention * Proper food handling * Temperature control * Food storage * Pest control   + 1. Kitchen hygiene   1. Production of cold starters      1. Types of cold starters      2. Salads and salad dressings * Avocado salad * Coleslaw * Caesar * Greek * Mango * Chef special * Waldorf salad   + 1. Salad dressings * Balsamic vinegar * Caesar dressing * Mayonnaise * Vinaigrette   + 1. Cold soups     2. Cold canapés     3. Production of cold starters * Emulsification * Chilling * Mixing   1. Presentation of cold starters      1. Portioning      2. Plating techniques      3. Plate ware selection      4. Garnishing   2. Cleaning Procedures for tools, equipment and materials   3. Cleaning procedures for work surfaces and floors   4. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare hot starters | * 1. Types of hot starters      1. Hors d’oeuvres      2. Canapés      3. Soups * 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 soup * Cream of mushroom * Roasted aubergine and garlic soup * Farmers soup * Crab bisque * Mulligatawny soup   1. Preparation techniques of hot starters * Dicing * Chopping * Mincing * Slicing * Straining   1. Production of hot starters * Frying * Boiling * Steaming * Sauteing * Roasting * Grilling * Baking * Simmering * Skimming   1. Presentation of hot starters * Portioning * Plating techniques * Plateware selection * Garnishing   1. Cleaning Procedures for tools, equipment and materials   2. Cleaning procedures for work surfaces and floors   3. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare starter accompaniments | * 1. Types of starter accompaniments      1. Cold starter accompaniments      2. Hot starter accompaniments   2. Preparation techniques of starter accompaniments * Pickling * Marinating   1. Production of starter accompaniments * Roasting * Grilling * Baking * Chilling * Whisking * Mixing   1. Presentation of starter accompaniments      1. Portioning      2. Plating techniques      3. Plateware selection      4. Garnishing   2. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |

**Suggested Methods of Delivery**

* Practical
* Project
* Demonstration
* Group discussion
* Direct instruction

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| --- | --- | --- | --- | --- |
| **A** | **Learning Materials** | | | |
|  | Textbooks | 1) Practical cookery for level 3 Advanced technical diploma in professional cookery.  2) Theory of catering 7TH Edition by Kinton Ceserani and Fosket | 5  5 | 1:5  1:5 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Flash cards | Assorted | 5 | 1:5 |
|  | Flip charts | Plain white | 2 | 1:13 |
|  | White board markers | Assorted colors | 5 | 1:5 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:25 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees | 1 | 1:25 |
|  | Workshop | A Fully Equipped Operational Kitchen including Industrial -Current Tools and Equipment | 1 | 1:25 |
| **C** | **LARGE KITCHEN EQUIPMENTS** | | | |
|  | Working table | Stainless steel size 2 by 6 feet | 13 | 1:2 |
|  | Sink | Double sink stainless steel | 5 | 1:5 |
|  | Gas range | Burner | 13 | 1:2 |
|  | Refrigerators | 200 to 400 liters capacity with in - built refreeze | 2 | 1:13 |
|  | Ovens | Large | 2 | 1:13 |
|  | Blender | 5-liter capacity Commercial with grinding attachments | 2 | 1:13 |
|  | Freezer | Deep freezer 100-liter capacity | 1 | 1:25 |
|  | Weighing scale | Assorted sizes | 5 | 1:5 |
| **D** | **SMALL KITCHEN EQUIPMENTS** | | | |
|  | Sauce pans | Assorted sizes With lids | 50 | 2:1 |
|  | Peeler | Assorted sizes | 25 | 1:1 |
|  | Squeezers | Fruit squeezers | 5 | 1:5 |
|  | Egg slicer | Stainless steel | 1 | 1:25 |
|  | Pastry brushes | Assorted sizes | 5 | 1:5 |
|  | Graters | Multi – use | 5 | 1:5 |
|  | Cooking sticks | Assorted sizes | 25 | 1:1 |
|  | Cooking spoons | Assorted sizes | 25 | 1:1 |
|  | Whisks | Balloon | 13 | 1:2 |
|  | Bowls | Utility stainless steel bowls assorted sizes | 100 | 4:1 |
|  | Plates | Stainless steel utility | 100 | 4:1 |
|  | Tea spoons | Stainless steel | 25 | 1:1 |
|  | Table spoons | Stainless steel | 25 | 1:1 |
|  | Measuring jugs | Assorted | 25 | 1:1 |
|  | Measuring spoons | Assorted | 5 | 1:5 |
|  | Glass bowls | Assorted sizes | 25 | 1:1 |
|  | Conical strainers | Stainless steel assorted sizes | 5 | 1:5 |
|  | Colanders | Stainless steel assorted sizes | 5 | 1:5 |
|  | Chopping boards | Assorted according to color codes | 25 | 1:1 |
|  | Chefs knives | Stainless steel assorted types | 25 | 1:1 |
|  | Baking trays | Non- stick assorted sizes | 13 | 1:2 |
|  | Hot dishes | Assorted sizes | 25 | 1:1 |
|  | Soup tureens | Stainless steel assorted sizes | 25 | 1:1 |
|  | Serving spoons | Assorted sizes | 25 | 1:1 |
|  | Ladle | Soup, sauce assorted sizes | 25 | 1:1 |
|  | Tongs | Assorted sizes | 25 | 1:1 |
|  | Sieves | Metallic assorted sizes | 10 | 1:2.5 |
| **E. NON-FOOD CONSUMABLES** | | | | |
|  | Cling film | 50cm X480M | 1 | 1:25 |
|  | Grease proof / baking paper | 20m X30cm | 1 | 1:25 |
|  | Disposable gloves | 100pcs per packet | 1 | 1:25 |
|  | Dustbin liner | 50pcs per packet | 1 | 1:25 |
|  | Aluminum foil paper | Heavy duty 500m | 1 | 1:25 |
|  | Muslin cloth | Cotton 12 by 12inches | 3 | 1:8 |
| **F. CLEANING MATERIALS** | | | | |
|  | Detergent | Multi – purpose set free | 3liters | 1:8 |
|  | Bar soap | Scent free 1kg bar | 1 | 1:25 |
|  | Scoring pads | Assorted sizes | 10 | 1:2.5 |
|  | Steel wool | Assorted sizes | 10 | 1:2.5 |
|  | Window cleaners | 1-liter bottles | 5 | 1:5 |
|  | Yellow dusters | Non fluffy | 25 | 1:1 |
| **E** | **CLEANING EQUIPMENT** | | | |
|  | Cob web removers | With handles | 2 | 1:12.5 |
|  | Soft brushes | Soft | 2 | 1:12.5 |
|  | Dustpans and brush | Paired | 2 | 1:12.5 |
|  | Mops | Both dry and wet | 5 | 1:5 |
|  | Mop buckets | Assorted materials / sizes | 5 | 1:5 |
|  | Hard brushes | Hard | 5 | 1:5 |
|  | Squeegee | With handles | 2 | 1:12.5 |
|  | Dustbins | Large with lids | 4 | 1:6 |
| **F** | **SAFETY EQUIPMENTS** | | | |
|  | Fire extinguishers | Assorted types | 5 | 1:5 |
|  | Fire blankets | Standard size | 2 | 1:12.5 |
|  | First aid kit | Complete set | 1 | 1:25 |
|  |  |  |  |  |

# PRODUCTION OF MAIN MEAL

**UNIT CODE:** 1013 551 08A

**UNIT DURATION: 100** Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **Prepare Main Meal**

**Unit Description**

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

The unit is applicable in the hospitality industry.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare protein dishes | **30** |
| 2. | Prepare starch dishes | **30** |
| 3. | Prepare vegetable dishes | **20** |
| 4. | Prepare breakfast items | **20** |
| **Total** | | **100** |

1. Prepare protein dishes
2. Prepare starch dishes
3. Prepare vegetable dishes
4. Prepare breakfast items

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Prepare protein dishes | * 1. Kitchen organization      1. Kitchen layout      2. Kitchen sections      3. Kitchen main services      4. Types of kitchen main services * Energy * Water * Drainage   + 1. Care and maintenance of service systems   1. Types and uses of PPEs * Safety boots * Side cloth * Apron * Chef ‘s jacket * Chef ‘s hat * Chef ‘s trousers/Skirts * Neck tie * Kitchen gloves * Mask   1. Occupational safety and health * 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 tools, equipment and materials      1. cleaning materials * Water * Sanitizer * Detergents * Salad wash * Paper towel * Sponges   + 1. Kitchen tools and equipment     2. Classification of kitchen tools and equipment * Large equipment * Mechanical equipment * Small tools   1. Care and maintenance of main dishes equipment   2. Ingredients      1. Ingredients used in protein dishes * Lettuce * Tomatoes * Cucumber * Bell peppers * Radish * Onions * Carrots * Beans * Pumpkin * Celery * Avocados * Eggs * Gherkins * Rice * Walnuts * Sun dried tomatoes * Oil * Vinegar * Capers * Olives * Chicken cuts * Beef   + 1. Herbs, spices and condiments * Definition * Uses   + 1. Freshness and quality control (HACCP)   1. Protein dishes recipes      1. Preparation of protein dishes      2. Preparation techniques of protein dishes * Cuts of meat * Trimming * Seasoning * Tenderizing * Deboning * Brining * Filleting * Shucking * Searing * Soaking * Whisking * Sorting * Descaling * Pressing * Trussing * Singeing * Stuffing * Sous vide * Marinading * Curing   + 1. Recipes * Types of recipes * Recipe interpretation * Recipe conversion   1. Hygiene practices      1. Personal hygiene   2. Food hygiene      1. Cross contamination prevention      2. Proper food handling      3. Temperature control   3. Food storage   4. Pest control   5. Protein dishes      1. types of protein dishes * Animal proteins dishes   + Red meat   + White meat * Plant protein dishes   + Legumes/pulses   + Nuts     1. Production methods of protein dishes * Dry heat methods * Moist heat methods   + 1. Quality assessment of a finished protein dish * Organoleptic assessment   + Colour   + Texture   + Temperature   + Flavour   + Appearance   + Taste   + Aroma * Freshness   1. Savoury Sauces      1. Definition      2. Consistency of sauces      3. General considerations in sauce making      4. The role of a sauce in cookery      5. Classification of sauces      6. Preparation] of sauces      7. Production of sauces      8. Thickening of sauces      9. Finishing of sauces      10. Storage of sauces   2. Presentation of protein   dishes   * + 1. Plating techniques     2. Creative ideas     3. Texture contrast     4. Choice of tools and equipment     5. Garnishing   1. Cleaning of tools, equipment’s and materials   2. Cleaning of work surfaces and floors.   3. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare starch dishes | 1. Ingredients for starch dishes  * Potatoes * Wheat flours * Maize flours * Rice * Pasta * Plantains  1. Freshness and quality control (HACCP) 2. Preparation of starch dishes  * Peeling * Cutting * Sorting * Grating * Slicing * Turning * Kneading * Blanching * Rolling  1. Hygiene practices    * 1. Personal hygiene      2. Food hygiene      3. Cross contamination prevention      4. Proper food handling      5. Temperature control      6. Food storage      7. Pest control 2. Starch dishes    * 1. Classification of starches  * Cereals * Farinaceous * Tubers * Roots  1. Production of starch dishes    * 1. Production methods and procedures of starch dishes  * Boiling * Steaming * Roasting * Frying * Sauteing * Simmering * Stewing * Baking   + 1. Quality assessment of a finished starch dish * Organoleptic assessment   + Colour   + Texture   + Temperature   + Flavour   + Appearance   + Taste   + Aroma * Freshness  1. Presentation of starch dishes  * Plating techniques * Plateware selection * Garnishing * Cleaning of tools, equipment and materials  1. Cleaning of work surfaces and floors. 2. Waste disposal  * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare vegetables | * 1. Ingredients for vegetable dishes      1. Classification of vegetables * Bulb vegetables * Tuber vegetables * Cruciferous/ brassicas * Stem and shoots * Green leafy vegetables * Root vegetables * Fruit vegetable * Pods and seeds * Mushrooms and fungi   1. Freshness and quality control (HACCP)   2. Preparation of vegetable dishes * Topping and tailing * Shelling * Skinning * Deseeding * Dicing * Slicing * Shredding * Grating * Peeling * Cutting * Chopping * Blanching * Par - boiling   1. Hygiene practices      1. Personal hygiene      2. Food hygiene      3. Cross contamination prevention      4. Proper food handling      5. Temperature control      6. Food storage   2. Vegetables dishes      1. Types of vegetable dishes * 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. Production of vegetable dishes      1. Production methods of vegetable dishes * Steaming * Sti-frying * Sauteing * Frying * Stewing * Grilling * Roasted * Boiling   + 1. Quality assessment of a finished vegetable dish * Colour * Texture * Temperature * Flavour * Appearance * Taste * Aroma * Freshness   1. Presentation of starch dishes      1. Plating techniques      2. Plateware selection      3. Garnishing   2. Cleaning of tools, equipment and materials   3. Cleaning of work surfaces and floors.   4. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare breakfast items. | * 1. Types of breakfast * American * English * Continental * Vegan * Asian * Brunch   1. Freshness and quality control (HACCP)   2. Preparation of breakfast items * Slicing * Washing * Cutting * Blending * Chopping * Juicing * Peeling * Mincing * Deseeding * Whisking * Mixing * Trimming   1. Hygiene practices      1. Personal hygiene      2. Food hygiene      3. Cross contamination prevention      4. Proper food handling      5. Temperature control      6. Food storage   2. Production of breakfast items      1. Breakfast items      2. Classification of breakfast items * Grains and Cereals * Hot cereals (oat meal, porridge) * Cold cereals (flakes, muesli, granola) * Bread and baked goods (toast, bagels, muffins, croissants, pancakes) * Protein dishes * Eggs, (scrambled, fried, omelettes) * Meats (bacon, sausage, ham, smoked salmons) * Dairy (milk, yoghurt cheese) * Plant based proteins * Fruits based * Fresh (berries, bananas, apple oranges) * Dried fruits (raisins, cranberries, apricots) * Beverages * Hot (coffee, tea, hot chocolate, porridge, speciality drinks) * Cold (juice, smoothies, milk) * Others * Savoury (breakfast sandwiches, burritos) * Sweet (pancake with syrup, waffles with fruit) * Healthy (smoothies, yoghurt parfaits, oatmeal   1. Production methods for breakfast items * Steaming * Frying * Sauteing * Frying * Stewing * Grilling * Roasted * Boiling * Poaching   1. Quality assessment of finished breakfast items * Colour * Texture * Temperature * Flavour * Appearance * Taste * Aroma * Freshness   1. Presentation of breakfast items * Plating techniques * Plateware selection * Garnishing   1. Cleaning of tools, equipment’s and materials   2. Cleaning of work surfaces and floors.   3. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |

**Suggested Methods of Instruction**

* Practical
* Demonstration
* Group discussion
* Direct instruction

**Recommended Resources for 25 Trainees**

| **NO.** | **ITEM** | **QUANTITY** | |
| --- | --- | --- | --- |
| 1. | Theory room | 1 | |
| 2. | Laptop | 1 | |
| 3 | Good Internet connectivity | | |
| 4 | Projector | | 1 |
| 5. | Flash cards | | 5 assorted colour |
| 6 | White board | | 1 |
| 7. | Flip charts | | 1. Rolls |
| 8. | White board markers | | 5 Assorted colour |
| 9. | Stationery | | Enough |

# PRODUCTION OF DESSERTS AND BAKERY PRODUCTS

**UNIT CODE:** 1013 551 09A

**UNIT DURATION:** 80 Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Prepare Desserts and bakery products.

**Unit Description**

This unit describes competencies required to prepare desserts and bakery products. It involves preparing cold desserts, hot desserts, bakery products, cakes and sauces.  
The unit is applicable in the hospitality industry.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare cold desserts | **20** |
| 2. | Prepare hot desserts | **15** |
| 3. | Prepare bakery products | **30** |
| 4. | Prepare cakes and sweet sauces | **15** |
| **Total** | | **80** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Prepare cold desserts | 1. Kitchen organization    * 1. Kitchen layout      2. Kitchen sections      3. Kitchen services/ resources  * Water * Fuel * Drainage  1. Kitchen/ workshop Safety    * 1. PPEs  * Safety boots * Side cloth * Apron * Chef ‘s jacket * Chef ‘s hat * Chef ‘s trousers/Skirts * Neck tie * Kitchen gloves * Mask   + 1. OSH practices  1. Hygiene practices    * 1. Personal hygiene      2. Environmental hygiene  * Cleaning materials   + Water   + Sanitizer   + Detergents     1. Food hygiene * Food Safety Act * HACCP  1. Kitchen tools and equipment    * 1. Classification of kitchen tools and equipment      2. Types of preparation, production, presentation and storage tools and equipment  * Cleaning containers * Chopping boards * Kitchen Knives * Glass bowls * Mixing bowls * Wire whisk * Squeezer bottles * Refrigerator * Salamander * Cooking pots * Blenders * Wooden spoons * Ladle * Conical strainer * Waste bins * squeegee * Pans * Spatulas * Oven * Brush * Waffle making machine * Juicer * Assorted tongs * Rational oven * Freezers * Peelers * graters * Dough mixer * Rolling pins * Piping bags * Baking tins * Scoops * Torch gun * Weighing scale  1. Recipes 2. Previous preparation tasks    * 1. Collecting and assembling equipment and materials      2. Collecting, assembling and weighing ingredients for cold desserts 3. Cold Desserts    * 1. Types of cold desserts  * Tiramisu * Cheese cake * Sorbets * Ice cream * Fruit salad * Baked Alaska * Mousse  1. Ingredients    * 1. Ingredients used  * Flour * Proofing agents * Dairy and non-dairy products * Dried fruits * Sugar and salt * Cooking Fats and oils * Eggs * Fruits   + 1. Quality and freshness  1. Preparation methods of cold desserts    * 1. Production methods and procedures of cold desserts      2. Presentation of cold desserts      3. Storage of cold desserts 2. Post production tasks  * Final clearing * Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare hot desserts | * 1. Hot desserts      1. Types of hot desserts * Bread and butter pudding * Ginger and nut pudding * Chocolate pudding * Umm Ali * Pies   1. Preparing hot desserts   2. Production of hot desserts   3. Quality assessment of a finished hot desserts   4. Presenting hot desserts   5. Storage of hot desserts   6. Post production tasks      1. Final clearing      2. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare bakery products | * 1. Bakery products      1. Types of bakery products * Assorted Breads * Doughnuts * Mandazi * Croissants * Pastries * Short cake * Muffins   1. Preparing bakery products   2. Production of bakery products   3. Quality assessment of a finished bakery products   4. Presenting bakery products   5. Storage of bakery products   6. Post production tasks   7. Final clearing      1. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare sweet sauces | * 1. Sweet sauces      1. Types of sweet sauces * Custard sauce * Chocolate sauce * Strawberry sauce * Passion sauce * Lemon sauce * Orange sauce * Vanilla sauce   1. Role of ingredients   2. Preparing sweet sauces Production of cakes and sweet sauces   3. Quality assessment of finished sweet sauces   4. Presenting sweet sauces   5. Storage sweet sauces * Post production tasks   1. Final clearing   2. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |

**Suggested Methods of Instruction**

* Practical
* Demonstration
* Group discussion
* Direct instruction

**Recommended Resources for 25 Trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| **A** | **Learning Materials** | | | |
|  | Textbooks | 1) Practical cookery for level 3 Advanced technical diploma in professional cookery.  2) Theory of catering 7TH Edition by Kinton Ceserani and Fosket | 5  5 | 1:5  1:5 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Flash cards | Assorted | 5 | 1:5 |
|  | Flip charts | Plain white | 2 | 1:13 |
|  | White board markers | Assorted colors | 5 | 1:5 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:25 |
| **B** | **LEARNING FACILITIES & INFRASTRUCTURE** | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees, approximately 60 sqm | 1 | 1:25 |
|  | Workshop | A Fully Equipped Operational Kitchen including Industrial -Current Tools and Equipment | 1 | 1:25 |
| **C** | **LARGE KITCHEN EQUIPMENTS** | | | |
|  | Working table | Stainless steel size 2 by 6 feet | 13 | 1:2 |
|  | Sink | Double sink stainless steel | 5 | 1:5 |
|  | Gas range | Burner | 13 | 1:2 |
|  | Refrigerators | 200 to 400 liters capacity with in - built refreeze | 2 | 1:13 |
|  | Ovens | Large | 2 | 1:13 |
|  | Blender | 5-liter capacity Commercial with grinding attachments | 2 | 1:13 |
|  | Freezer | Deep freezer 100-liter capacity double door | 1 | 1:25 |
|  | Weighing scale | Assorted sizes | 5 | 1:5 |
| **D** | **SMALL KITCHEN EQUIPMENTS** | | | |
|  | Sauce pans | Assorted sizes with lids | 25 | 1:1 |
|  | Peeler | Assorted sizes | 25 | 1:1 |
|  | Squeezers | Fruit squeezers | 5 | 1:5 |
|  | Cutters | Egg assorted sizes | 25 | 1:1 |
|  | Pastry brushes | Assorted sizes | 25 | 1:1 |
|  | Graters | Multi – use | 25 | 1:1 |
|  | Cooking sticks | Assorted sizes | 25 | 1:1 |
|  | Cooking spoons | Assorted sizes | 25 | 1:1 |
|  | Whisks | Balloon | 25 | 1:1 |
|  | Bowls | Utility stainless steel bowls assorted sizes | 100 | 4:1 |
|  | Plates | Stainless steel utility | 100 | 4:1 |
|  | Tea spoons | Stainless steel | 25 | 1:1 |
|  | Table spoons | Stainless steel | 25 | 1:1 |
|  | Measuring jugs | Assorted | 25 | 1:1 |
|  | Measuring spoons | Assorted | 25 | 1:1 |
|  | Glass bowls | Assorted sizes | 25 | 1:1 |
|  | Conical strainers | Stainless steel assorted sizes | 10 | 1:3 |
|  | Chopping boards | Assorted according to color codes | 10 | 1:3 |
|  | Chefs knives | Stainless steel assorted types | 25 | 1:1 |
|  | Spatulas | Rubber assorted sizes | 25 | 1:1 |
|  | Baking trays | Non- stick assorted sizes | 25 | 1:1 |
|  | Hot dishes | Assorted sizes | 25 | 1:1 |
|  | Serving spoons | Assorted sizes | 25 | 1:1 |
|  | Ladle | Soup, sauce assorted sizes | 25 | 1:1 |
|  | Tongs | Assorted sizes | 25 | 1:1 |
|  | Sieves | Metallic assorted sizes | 10 | 1:3 |
|  | Muffin tins | Assorted sizes | 5 | 1:5 |
|  | Coupes | Assorted types | 25 | 1:1 |
|  | Moulds | Assorted types | 25 | 1:1 |
|  | Scoops | Assorted sizes | 10 | 1:3 |
|  | Rolling pins | Assorted sizes, shapes | 10 | 1:3 |
|  | Pipping bags and nozzles | Reusable or disposal | 5 | 1:5 |
|  | Serrated knives | Stainless steel | 10 | 1:3 |
|  | Pastry cutters | Stainless steel | 10 | 1:3 |
|  | Pallet knives | Stainless steel | 10 | 1:3 |
|  | Turn table | Plastic/metallic | 2 | 1:13 |
|  | Cooling racks | Stainless steel | 5 | 1:5 |
| **E. NON-FOOD CONSUMABLES** | | | | |
|  | Cling film | 50cm X480M | 1 | 1:25 |
|  | Grease proof / baking paper | 20m X30cm | 1 | 1:25 |
|  | Disposable gloves | 100pcs per packet | 1 | 1:25 |
|  | Dustbin liner | 50pcs per packet | 1 | 1:25 |
|  | Aluminum foil paper | Heavy duty 500m | 1 | 1:25 |
| **F. CLEANING MATERIALS** | | | | |
|  | Detergent | Multi – purpose set free | 3liters | 1:8 |
|  | Bar soap | Scent free 1kg bar | 1 | 1:25 |
|  | Scoring pads | Assorted sizes | 10 | 1:3 |
|  | Steel wool | Assorted sizes | 10 | 1:3 |
|  | Window cleaners | 1-liter bottles | 5 | 1:5 |
|  | Yellow dusters | Non fluffy | 25 | 1:1 |
| **E** | **CLEANING EQUIPMENT** | | | |
|  | Cob web removers | With handles | 2 | 1:13 |
|  | Soft brushes | Soft | 2 | 1:13 |
|  | Dustpans and brush | Paired | 2 | 1:13 |
|  | Mops | Both dry and wet | 5 | 1:5 |
|  | Mop buckets | Assorted materials / sizes | 5 | 1:5 |
|  | Hard brushes | Hard | 5 | 1:5 |
|  | Squeezers | With handles | 2 | 1:13 |
|  | Dustbins | Large with lids | 4 | 1:6 |
| **F** | **SAFETY EQUIPMENTS** | | | |
|  | Fire extinguishers | Assorted types | 5 | 1:5 |
|  | Fire blankets | Standard size | 2 | 1:13 |
|  | First aid kit | Complete set | 1 | 1:25 |

# BAR KEEPING OPERATIONS

**UNIT CODE:** 1013 551 10A**UNIT DURATION:** 80 Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **Perform Bar Keeping Operations**

**Unit Description**

It involves carrying out bar opening operations, preparing and service of non-alcoholic and alcoholic beverages, presenting cigars and carrying out bar closing operations.

The unit is applicable in the hospitality industry.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | To carry out bar-opening operations. | **10** |
| 2. | To prepare and serve non-alcoholic and alcoholic beverages, | **20** |
| 3. | To prepare cocktails and mock tails beverages. | **30** |
| 4. | To present cigars | **10** |
| 5. | To carry out bar closing activities | **10** |
| **Total** | | **80** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Carry out bar-opening operations. | * 1. Introduction to bar.      1. Parts of a bar. * Front bar * Back bar * Under bar   + 1. Arrangement of the bar     2. Cleaning procedures * Dusting * Sweeping * Mopping * Cleaning bar surfaces   + 1. Types of bars * Cash bar * Snack bar * Main bar * Dispense bar * Pool bar   + 1. Bar personnel * Bar manager * Head barman * Barman * Glass washer   + 1. Duties and responsibilities of bar personnel.   1. Bar opening duties * Cleaning of surfaces * Arranging the work station * Stock taking   1. Safety rules in the bar.   2. Hygiene rules in the workshop      1. Personal hygiene * Neat hair * Short nails * Clean uniform   + 1. PPES * Black leather low-heeled shoes * Black trouser/skirt * Bowtie * Half coat * Waiters’ cloth   + 1. Environmental hygiene * Cleaning the bar * Cleaning work surfaces   + - * 1. Conservation of bar resources * Fuel * Water * Energy * Food commodities   1. Cleaning bar surfaces   2. Bar stock taking (opening stock)      1. Details in the checklist * Number of drinks * Bin number * Opening stock * Received stock * Total stock * Consumption * Price per visit.   1. Bar tools and equipment      1. Assorted bar glasses * White wine glass * Red wine glass * Tulip * Champagne saucer * Sherry glass * Beer glass * Tumbler * Cocktail glass   + 1. Large equipment * Fridge * Ice makers * Coffee maker   + 1. Small equipment * Bar spoon * Mixing glasses * Boston shakers, * Wine opener * Wine basket * Wine bucket * Hawthorn strainer * Tot measure. * Chopping board and * Bar knives * Corkscrew   1. Bar supplies stocking. * Fruits * Vegetables * Herbs * Spices * Eggs * Ice cubes * Beverages | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Serve alcoholic and non-alcoholic beverages | * 1. Wine and drink list * Prepare and design soft drink menu * Prepare and design mocktail   1. Selection of ingredients * Freshness * Expiry dates * Check damaged &leaking seals   + 1. Taking beverage orders * Duplicate * Triplicate * Pre-ordered * Service with order   1. Preparation of non-alcoholic beverages   2. Classification of beverages.      1. Non-alcoholic beverages * Aerated waters * Natural juices * Squashes * Syrup * Natural spring waters. * Smoothie * Milkshake   + 1. Alcoholic beverages * Wines * Vinification process * Quality of wines * Classification of wines-table wines, fortified wines, sparkling wines, aromatised wines * Faults in wines * Service of wines * Spirits * Types of spirit-rum, vodka, gin, brandy, whisky * Service of spirits * Aperitifs- * Types of aperitifs –vermouths * Service of aperitifs * Beers * Types of beer-draught, lager * Faults in beer * Service of beer * Liqueurs * Categories of liqueurs * Types of liqueurs * Service of liqueurs   1. Billing and handling payments      1. Billing methods * Separate bill, * Pre-paid, * Voucher, * Bill as check, * No charge, * Deferred account   + 1. Methods of payments * Cash, * Card, * Cheque, * Voucher   1. Final clearance * Cleaning the stillroom. * Clearing working surfaces. * Return food items to the store * Clean, dry and return equipment to the store   + 1. Waste disposal * Bio-degradable * Non-degradable | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Prepare cocktails and mock tails beverages. | * 1. Tools and equipments for making cocktails and mock tails. * Boston shaker * Mixing glass * Bar spoon * Tot measure * Hawthorn strainer * Assorted cocktails and mock tail glasses. * Silver salver * Ice bucket. * Wine opener * Opener   1. Wine and drink list * Prepare and design cocktail and mock tail menu * Prepare and design Liquor list   1. Selection of ingredients for making cocktails and mock tails. * Alcoholic beverages * Non-alcoholic beverages. * Juices * Syrups * Fruits * Ice cubes * Food garnishes * Decorative items * Salt and sugar rings      * 1. Checking freshness and quality * Expiry dates * Check damaged &leaking seals   1. Types of cocktails * Blended drink. * Champagne cocktails. * Cobblers * Egg nogs * Fizzes * Smashes. * Toddies * Highball * Daises * Flips * Frappes * Crustas. * Smashes.   1. Garnishes * Food garnishes * Decorative items * Salt and sugar rings * Fruits.   1. Points to note in making cocktails and mock tails.   2. Methods of making cocktails and mock tails. * Stirring * Shaking. * Blending. * Building.   1. Glasses used for service of cocktails and mock tails. * Martini glass * Champagne saucer * Flute * Paris goblet. * Flute. * Old fashioned glass. * Highball. * Brandy ballon. * Liquer cocktail glass.   + 1. Presentation and service of cocktails.     2. Billing methods * Separate bill, * Pre-paid, * Voucher, * Bill as check, * No charge, * Deferred account   + 1. Methods of payments * Cash, * Card, * Cheque, * Voucher   1. Final clearance * Cleaning the bar. * Clearing working surfaces. * Return food items to the store * Clean, dry and return equipment to the store   1. Waste disposal * Bio-degradable * Non-degradable | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Present cigars | * 1. Definition of terms * Cigar * Cigar list.   1. Methods of taking orders * Duplicate * Triplicate * Pre-ordered * Service with order   1. Cigar service tools * Cigar cutter * Lighter * Ashtray   1. Types of cigars * Corona * Cigarillo * Lonsdale * Churchill   1. Presentation and service of cigar   2. Billing and handling payments      1. Billing methods * Separate bill * Pre-paid * Voucher * Bill as check * No charge * Deferred account   + 1. Methods of payments * Cash, * Card, * Cheque, * Voucher   1. Final clearance * Clearance of ash trays   1. Waste disposal * Bio-degradable * Non-degradable | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Carry out bar closing activities | * 1. Bar closing procedures      1. Cleaning bar surfaces      2. Cleaning of bar equipment and tools      3. Bar closing stock      4. Details in the checklist * Number of drinks * Bin number * Closing stock * Received stock * Total stock * Consumption * Price per visit.   1. Bar closing duties * Clearance of the bar. * Cleaning * Restocking the bar * Closing stock taking * Sales reconciliation   1. Waste disposal * Bio-degradable * Non-degradable | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |

**Suggested Methods of delivery**

* Demonstration
* Group discussions
* Direct instructions
* Practical
* Project

**Recommended Resources for 25 Trainees**

|  |  |
| --- | --- |
| **Item** | **Quantities** |
| Laptops | **2** |
| Internet connection | |
| Projectors | **2** |
| Assorted Flash Cards | **5** |
| Whiteboards | **2** |
| Flip Charts | **5** |
| Assorted colour of whiteboard markers | |
| A stimulated bar environment | |

**Equipment**

|  |  |
| --- | --- |
| **Item** | **Quantities** |
| Salver | 12 |
| Boston shaker | 12 |
| Cocktail shaker | 12 |
| Mixing glasses | 12 |
| Assorted glasses | 100 |
| Bar spoons | 12 |
| Cutting board | 12 |
| Refrigerators | 2 |
| Ice maker | 2 |
| Ice bucket & tongs | 5 |
| Wine stands | 5 |
| Wine baskets | 5 |
| Wine buckets | 5 |
| Cock screw opener | 5 |
| Coasters | 15 |
| Bottle opener | 12 |
| Tot measure | 10 |
| Beer pourers | 10 |
| Side plates | 12 |
| Small glass bowls | 12 |
| knives | 12 |
| Variety of food dishes | |

**Safety equipment**

|  |  |
| --- | --- |
| **Item** | **Quantities** |
| Assorted Fire extinguishers | 5 |
| Fire blankets | 5 |
| Complete first aid kits | 2 |

# MODULE IV

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit Code** | **Units Title** | **Unit Duration (Hours)** | **Credit Factor** |
| **MODULE IV** | | | |
| 0031 541 10A | Communication Skills | 40 | 4 |
| 0417 541 11A | Work Ethics And Practices | 50 | 5 |
| 0413 551 12A | Catering And Accommodation Cost And Control | 100 | 10 |
| 0413 551 12A | Catering And Accommodation Cost And Control | 100 | 10 |
| 1013 551 13A | Speciality Dishes | 100 | 10 |
| 1013 551 14A | Food And Beverage Service | 150 | 15 |

# COMMUNICATION SKILLS

**ISCED UNIT CODE:** **0031 541 11A**

**Duration of Unit:** **40 Hours**

**Relationship with Occupational Standards**

This unit addresses the Unit of Competency: Apply Communication Skills

**Unit Description**

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

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply communication channels. | **10** |
| 2. | Apply written communication skills. | **12** |
| 3. | Apply non-verbal skills. | **4** |
| 4. | Apply oral communication skills. | **4** |
| 5. | Apply group communication skills | **10** |
| **Total** | | **40** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Apply communication channels | * 1. Communication process   2. Principles of effective communication   3. Channels/medium/modes of communication   4. Factors to consider when selecting a channel of communication   5. Barriers to effective communication   6. Flow/patterns of communication   7. Sources of information   8. Organizational policies | * Oral questions * Written assessment * Observation * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply written communication skills | * 1. Types of written communication   2. Elements of communication   3. Organization requirements for written communication | * Oral assessment * Written assessment * Observation * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply non-verbal communication skills | * 1. Utilize body language and gestures   2. Apply body posture   3. Apply workplace dressing code | * Oral assessment * Written assessment * Observation * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply oral communication skills | * 1. Types of oral communication pathways   2. Effective questioning techniques   3. Workplace etiquette   4. Active listening | * Oral assessment * Written assessment * Observation * Portfolio of Evidence * Practical assessment * Third party report |
| 1. Apply group discussion skills | * 1. Establishing rapport      1. Facilitating resolution of issues      2. Developing action plans      3. Group organization techniques      4. Turn-taking techniques      5. Conflict resolution techniques      6. Team-work | * Oral assessment * Written assessment * Observation * Portfolio of Evidence * Practical assessment |

**Suggested Methods of Instruction**

* Discussion
* Roleplaying
* Simulation
* Direct instruction
* Demonstration
* Field trips

**Recommended Resources for 30 trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| **A** | **Learning Materials** |  |  |  |
|  | Textbooks | Comprehensive texts books on Communication Skills | 30 pcs | 1:1 |
|  | Mobile Phones | Smartphone for use by trainees | 30 pcs | 1:1 |
|  | Internet connection | Internet connection to aid communication between trainees |  |  |
|  | PowerPoint Presentations | For trainer’s use, covering course content and practical applications | 1 | 1:30 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:30 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:30 |
|  | Printer | An ink-jet, laser-jet or toner-cartridge printer for printing notes, instructions and working drawings | 1 | 1:30 |
|  | Templates | Templates for creating various documents e.g. CV, Cover Letter, minutes, reports etc. | 30 | 1:1 |
| **B** | **Learning Facilities & Infrastructure** |  |  |  |
|  | Lecture/Theory Room  /Learning Resource  Area\* | Spacious, equipped with projectors and Seats for 30 trainees, approximately 45 sqm (5 m x 9 m) | 1 | 1:30 |
|  | Computer Laboratory | Equipped with at least 30 functional computers with internet connectivity and the following software:   * + - Windows/ Linux/ Macintosh Operating System     - Microsoft Office Software     - Google Workspace Account     - Antivirus Software | 30 | 1:1 |
|  |  |  |  |  |
| **C** | **Consumable Materials** |  |  |  |
|  | Printing Papers | A4 and A3 Printing papers suitable for the task | Enough |  |
|  | Flashcards | For carrying out various activities by trainees | Enough |  |
|  | Flipcharts | Sufficient for group work activities and displaying | Enough |  |
|  | Whiteboard Marker Pens | Dry-erase markers for trainers use. Assorted colours | Enough |  |

# WORK ETHICS AND PRACTICES

**ISCED UNIT CODE:** **0417 541 12A**

**Duration of Unit: 40 Hours**

**Relationship with Occupational Standards**

This unit addresses the Unit of Competency: Apply work ethics and practices.

**Unit Description**

This unit covers competencies required to demonstrate employability skills. 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.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply self-management skills | **10** |
| 2. | Promote ethical practices and values | **4** |
| 3. | Promote Teamwork | **10** |
| 4. | Maintain professional and personal development | **10** |
| 5. | Apply Problem-solving skills | **4** |
| 6. | Promote Customer care. | **2** |
| **Total** | | **40** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Apply self-management skills | * 1. Self-awareness   2. Formulating personal vision, mission, and goals   3. Healthy lifestyle practices   4. Strategies for overcoming work challenges   5. Emotional intelligence   6. Coping with Work Stress.   7. Assertiveness versus aggressiveness and passiveness      1. Developing and maintaining high self-esteem      2. Developing and maintaining positive self-image      3. Time management      4. Setting performance targets      5. Monitoring and evaluating performance targets | * Observation * Written assessment * Oral assessment * Third party reports * Portfolio of evidence * Project * Practical |
| 1. Promote ethical work practices and values | * 1. Integrity   2. Core Values, ethics and beliefs   3. Patriotism   4. Professionalism   5. Organizational codes of conduct   6. Industry policies and procedures | * Observation * Written assessment * Oral assessment * Third party reports * Portfolio of evidence * Project * Practical |
| 1. Promote Teamwork | * 1. Types of teams   2. Team building      1. Individual responsibilities in a team      2. Determination of team roles and objectives      3. Team parameters and relationships      4. Benefits of teamwork      5. Qualities of a team player      6. Leading a team      7. Team performance and evaluation   3. Conflicts and conflict resolution   4. Gender and diversity mainstreaming   5. Developing Healthy workplace relationships   6. Adaptability and flexibility   7. Coaching and mentoring skills | * Observation * Written assessment * Oral assessment * Third party reports * Portfolio of evidence * Project * Practical |
| 1. Maintain professional and personal development | * 1. Personal vs professional development and growth   2. Avenues for professional growth   3. Recognizing career advancement   4. Training and career opportunities      1. Assessing training needs      2. Mobilizing training resources   5. Licenses and certifications for professional growth and development   6. Pursuing personal and organizational goals   7. Managing work priorities and commitments   8. Dynamism and on-the-job learning | * Observation * Written assessment * Oral assessment * Third party reports * Portfolio of evidence * Project * Practical |
| 1. Apply Problem-solving skills | * 1. Causes of problems   2. Methods of solving problems   3. Problem-solving process   4. Decision making   5. Creative thinking and critical thinking process in development of innovative and practical solutions | * Observation * Written assessment * Oral assessment * Third party reports * Portfolio of evidence * Project * Practical |
| 1. Promote Customer Care | * 1. Identifying customer needs   2. Qualities of good customer service   3. Customer feedback methods   4. Resolving customer concerns   5. Customer outreach programs   6. Customer retention | * Observation * Written assessment * Oral assessment * Third party reports * Portfolio of evidence * Project * Practical |

**Suggested Methods of Instruction**

* Instructor lead facilitation of theory using active learning strategies.
* Demonstrations
* Simulation/Role play
* Group Discussion
* Presentations
* Projects
* Case studies
* Assignments

**Recommended Resources for 30 Trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| **A** | **Learning Materials** |  |  |  |
|  | Textbooks | Comprehensive texts books on Work Ethics and Practices | 30 pcs | 1:1 |
|  | PowerPoint Presentations | For trainer’s use, covering course content and practical applications | 1 | 1:30 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:30 |
|  | Media Resources | This include but are not limited to:   * Video Clips * Audio Clips * TV Sets * Radio Sets |  |  |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** |  |  |  |
|  | Lecture/Theory Room  /Learning Resource  Area\* | Spacious, equipped with projectors and Seats for 30 trainees, approximately 45 sqm (5 m x 9 m) | 1 | 1:30 |
|  | Computer Laboratory | Equipped with at least 30 functional computers with internet connectivity and the following software:   * + - Windows/ Linux/ Macintosh Operating System     - Microsoft Office Software     - Google Workspace Account     - Antivirus Software | 30 | 1:1 |
|  |  |  |  |  |
| **C** | **Consumable Materials** |  |  |  |
|  | Printing Papers | A4 and A3 Printing papers suitable for the task | Enough |  |
|  | Flashcards | For carrying out various activities by trainees | Enough |  |
|  | Charts | Sufficient for group work activities and displaying | Enough |  |
|  | Whiteboard Marker Pens | Dry-erase markers for trainers use. Assorted colours | Enough |  |

# CATERING AND ACCOMMODATION COSTING AND CONTROL

**UNIT CODE:** **0413 451 13A**

**UNIT DURATION:** 100 Hours

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Perform catering and accommodation cost and control**.** It involves perform catering and accommodation purchasing and receiving procedures, perform catering and accommodation store keeping procedures and perform catering and accommodation costing and pricing. The unit is applicable in the hospitality industry.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Perform catering and accommodation purchasing and receiving procedures. | **30** |
| 2. | Perform catering and accommodation store keeping procedures | **40** |
| 3. | Perform catering and accommodation costing and pricing | **30** |
| **Total** | | **100** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Perform catering and accommodation purchasing and receiving procedures | * 1. Basic policies of food control      1. Planning phase policies * Financial * Marketing * Catering   + 1. Operational phase policies * Purchasing * Receiving * Storing and issuing * Preparation * selling   + 1. Control after event phase policies * Food and beverage cost reporting * Assessment * correction   1. Introduction to purchasing      1. Definitions of terms * Purchasing * Purchasing order * Purchasing requisition * Enquiries * Quotation.   + 1. Duties of a purchasing officer.     2. Details of purchase specifications     3. Methods of purchasing. * Cash and carry * Contract * Quotation. * Daily market price.   + 1. Types of requisitions * Food requisition * Beverage requisition * Housekeeping requisition * Laundry requisition   + 1. Details in a requisition form. * Name of the item * Number of the item * Description of the item * Time the time required * Signature   + 1. Purchase order * Details of the purchase order * Dissemination of the purchase order * Benefit of the purchase order   1. Factors to consider when sourcing for supplier.   1.2.1 Methods of evaluating supplier performance   * Price performance * Quality performance * Delivery performance.   1. Factors to consider when purchasing food commodities   2. Points to consider when receiving catering and accommodation materials.   1.4.1 Method of receiving.   * Invoice * Blind check receiving   1.4.2 Receiving documents   * Invoice * Good received book * Delivery note * Purchase order   1.4.3 Importance of timetable deliveries. | * Practical * Third party reports * Portfolio of evidence. * Written test. * Oral test. |
| 1. Perform catering and accommodation store keeping procedures | * 1. Definitions of terms * Store layout * Meat tag * Stock taking   2.1.1 Types of stores   * Centralized * Decentralized * Imprest stores   2.1.2 Qualities of a good store area  2.1.3 Main features of effective storekeeping.  2.1.4 Importance of store security  2.1.5 Duties of a storekeeper.   * 1. Coding of catering and accommodation materials * Alphabetic * Numeric * Romans * Colours   2.2.1 Recording procured goods.   * Name of the item * Quantity * Colour * Design * Storage conditions. * Freshness of the good   2.2.2 Importance of tagging expensive goods.   * 1. Material valuation methods. * FIFO * LIFO * Simple average * Actual purchase price. * Standard price.   1. Points to consider when issuing goods in the store.   2. Objectives of stock taking.   2.5.1 Methods of stock taking   * Perpetual inventory * Periodic stock taking * Continuous stock taking. | * Practical * Third party reports * Portfolio of evidence. * Written test * Oral test |
| 1. Perform catering and accommodation costing and pricing | * 1. Definition of terms * Costing * Pricing   + 1. Elements of cost * Labour cost * Material cost * Overhead cost   + 1. Profit concepts * Gross profit * Net margin profit * Net profit   + 1. meat costing * Cost of cooked meat * Cost of labour for preparing * Cost of overheads * Total cost   + 1. Cost dynamics * Fixed cost * Semi fixed cost * Variable cost * Total cost   1. Methods of pricing   2. Importance of pricing   3. Breakeven analysis   4. Pricing adjustments | * Practical * Third party reports * Portfolio of evidence. * Written test.   Oral test |

**Suggested Methods of Instruction**

* Projects
* Practice by the trainee
* Discussions
* Trainer led instruction
* Role playing

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| **A** | **Learning Materials** | | | |
|  | Reference material including e-resources | * 1. Text book of human nutrition by A Nnjana Agarwal, Shobha A Udipi   2. Understanding Nutrition by Whitney Rolfes | 5  5 | 1:5  1:5 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Internet | Reliable with bandwidth of 20Mbps |  |  |
|  | Flash cards | Assorted | 5 | 1:5 |
|  | Flip charts | Plain white | 2 | 1:13 |
|  | White board markers | Assorted colors | 5 | 1:5 |
|  | White board | Quality whiteboard of approximately 6 feet by 3 feet for writing during theory instruction | 1 | 1:25 |
| **B** | **Learning Facilities & Infrastructure** | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees | 1 | 1:25 |
|  | Workshop | A fully equipped fully functional store. | 1 | 1:25 |

**PRODUCTION OF SPECIALITY DISHES**

**UNIT CODE: 1013 551 14A**

**UNIT DURATION: 110** Hours

**UNIT DESCRIPTION:**

This unit describes competencies required to prepare specialty dishes.  
It involves preparation of local dishes, vegetarian dishes, international dishes and  
sea foods.  
The unit is applicable in the hospitality industry

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Prepare speciality dishes

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare local dishes | **20** |
| 2. | Prepare vegetarian dishes | **35** |
| 3. | Prepare international dishes | **35** |
| 4. | Prepare sea foods. | **20** |
| **Total** | | **110** |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Learning Outcome** | **Content** | **Duration**  **(Hours)** | **Suggested Assessment Methods** |
| 1. Prepare local dishes | 1. Kitchen organization    * 1. Kitchen layout  * Work triangle * Choice of kitchen layout   + 1. Kitchen sections * Staff structure   + 1. Kitchen services and/or resources * Water * Fuel * Energy * Time * Drainage (services) * Ventilation(services)   + 1. Factors to consider when designing a kitchen.  1. Kitchen/ workshop Safety    * 1. PPEs  * Safety boots * Side cloth * Apron * Chef ‘s jacket * Chef ‘s hat * Chef ‘s trousers/Skirts * Neck tie * Kitchen gloves * Mask * Oven gloves   + 1. OSH practices (OSHA)  1. Hygiene practices    * 1. Personal hygiene      2. Environmental hygiene  * Cleaning tools and materials * Detergent * Mops * Mop buckets * Dust pan * Broom * Sanitizers   + 1. Food hygiene * Food Safety Act * HACCP  1. Kitchen tools and equipment 2. Classification of kitchen tools and equipment  * Large equipment * Mechanical equipment * Small tools * pans * pots * Kitchen knives * wooden spoons * colanders * whisks * wok  1. Ingredients for local dishes    * 1. Ingredients used  * Local vegetables * Herbs and spices * Meats (goat, beef, sheep, fish, camel, game, termites, chicken, rabbit) * Local cereals (maize, sorghum, millet, oats, barley, rice) * Pulses (cowpeas, pigeon peas, green grams, beans, lentils) * Local starches (sweet potatoes, cassava, yams, arrowroots, plantains)   + 1. Quality and freshness  1. Recipes    * 1. Definition  * Recipe * Types of recipes * Standard recipe * Modified recipe   + 1. Importance     2. Writing recipes     3. Costing and pricing recipes  1. Previous preparation tasks    * 1. Collecting and assembling equipment and materials      2. Collecting, assembling and weighing ingredients for local dishes 2. Types of local dishes  * Mokimo * Kimanga * Mafuke * Matoke * Mushenye * Pilau * Muthokoi * Aliya * Nyama choma * Githeri * Irio (one-pot meal) * Samaki wa kupaka * Biryani * Groundnut sauce * Mutura  1. Types of local themes  * Swahili / coastal dishes * Kikuyu * Luhya * Kamba * Masai * Somali * Kalenjin * Meru * Luo   + 1. Preparation methods of local dishes     2. Production methods and procedures of local dishes     3. Quality assessment of finished local dishes     4. Presentation of local dishes     5. Plating (uteo, clay platters and pots, guards, calabash, bamboo baskets, wooden trays, banana/palm leaves)     6. Storage of local dishes     7. Post production tasks * Final clearing   + 1. Waste disposal * Types of waste * Methods of waste disposal | 20 | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. vegetarian dishes | 1. Types of vegetarian dishes  * Semi- vegetarian * Vegans * Lacto-ovo * Fruitarian * Lacto – vegetarian  1. Preparation methods of vegetarian dishes 2. Production methods and procedures of vegetarian dishes 3. Quality assessment of finished vegetarian dishes 4. Presentation of vegetarian dishes 5. Storage of vegetarian dishes 6. Post production tasks    * 1. Final clearing      2. Waste disposal  * Types of waste * Methods of waste disposal | 35 | 1. Practical 2. Project 3. Portfolio of evidence 4. Third Party Reports 5. Written assessments 6. Oral questioning |
| 1. Prepare sea foods | * 1. Classification of sea foods      1. Types of sea foods * Fried Calamari * Steamed Crab * Grilled Lobster * Prawn masala * Grilled octopus * Oysters   1. Sauces accompanying sea foods      1. Preparation methods of sea foods      2. Production methods and procedures of sea foods      3. Quality assessment of finished sea foods      4. Presentation of sea foods      5. Storage of sea foods      6. Post production tasks * Final clearing   1. Waste disposal * Types of waste * Methods of waste disposal | 35 | 1. Practical 2. Project 3. Portfolio of evidence 4. Third Party Reports 5. Written assessments 6. Oral questioning |
| 1. Prepare international dishes | * 1. Ingredients used in international dishes * Pasta * Caviar * Wheat * Cheese * Wines * Vinegar * Soy sauce * Chives   1. Types of international dishes * Japanese (Sushi) * Italian (Lasagna, Bolognaise) * Indian (Paneer masala) * Russian (Stroganoff) * Chinese (sweet and sour pork) * Irish (Irish stew) * American (chilli corn cane) * French (beef bourguignon) * Oriental cuisines   + 1. Preparation methods of international dishes     2. Production methods and procedures of international dishes     3. Quality assessment of finished international dishes     4. Presentation of international dishes     5. Storage of international dishes     6. Post production tasks * Final clearing   1. Waste disposal * Types of waste * Methods of waste disposal | 20 | 1. Practical 2. Project 3. Portfolio of evidence 4. Third Party Reports 5. Written assessments 6. Oral questioning |

**Suggested Methods of Instruction**

* Practical
* Demonstration
* Group discussion
* Direct instruction

**Recommended Resources for 25 Trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S/No. | Category/Item | Description/Specifications | Quantity | Recommended Ratio (Item: Trainee) |
| A | Learning Materials | | | |
|  | Textbooks | 1) Practical cookery for level 3 Advanced technical diploma in professional cookery.  2) Theory of catering 7TH Edition by Kinton Ceserani and Fosket | 25 | 1:1 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Flash cards | Assorted | 5 | 1:5 |
|  | Flip charts | Plain white | 2 | 1:13 |
|  | White board markers | Assorted colors | 5 | 1:5 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:25 |
| B | Learning Facilities & Infrastructure | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees, approximately 60 sqm | 1 | 1:25 |
|  | Workshop | A Fully Equipped Operational Kitchen including Industrial -Current Tools and Equipment | 1 | 1:4 |
| C | LARGE KITCHEN EQUIPMENTS | | | |
|  | Working table | Stainless steel size 2 by 6 feet | 13 | 1:2 |
|  | Sink | Double sink stainless steel | 5 | 1:6 |
|  | Burner | 12 Burner gas range | 2 | 1:2 |
|  | Refrigerators | 200 to 400 liters capacity with in – built refreeze | 2 | 1:12 |
|  | Food displays | Cold food displays | 2 | 1:12 |
|  | Ovens | Double decker industrial oven | 2 | 1:12 |
|  | Bain Marie | Industrial | 2 | 1:12 |
|  | Commercial mixer | 60 liter capacity With dough hooks | 1 | 1:25 |
|  | Blender | 30 liter capacity Commercial with grinding attachments | 2 | 1:25 |
|  | Freezer | Deep freezer 650 liter capacity double door | 1 | 1:25 |
|  | Weighing scale | Electrical assorted sizes | 4 | 1:6 |
|  | Potato chipper | Electrical, Commercial | 1 | 1:25 |
|  | Potato peeler | Electrical 300kg per hour | 1 | 1:25 |
|  | Commercial Griddle plate | Temperature adjustable from 65-300ºC/150-570ºF W310\*D568\*H370mm | 1 | 1:25 |
|  | Electric grill | 750mm(W)×520mm(D)×310mm(H) | 1 | 1:25 |
|  | Charcoal grill | Heavy-Duty Charcoal BBQ Grills Extra Large Outdoor Barbecue Grill with 794 SQ.IN | 1 | 1:25 |
|  | Steamer | GDA-3 Steamer, Dual-Pressure, Gas 10inch Diameter | 1 | 1:25 |
|  | Mincer | TK-M8 Meat mincer – Light duty (60kg/hr) | 1 | 1:25 |
|  | Commercial juicer | Commercial juicer | 2 | 1:12 |
|  | Chaffing dishes | Triple insert chaffing dishes | 5 | 1:5 |
| D | SMALL KITCHEN EQUIPMENTS | | | |
|  | Sauce pans | Assorted sizes With lids | 50 | 2:1 |
|  | Shallow Frying pans | Assorted sizes | 50 | 2:1 |
|  | Wok | 360 mm (14 in) wok with handle | 25 | 1:1 |
|  | Fish slice | Metallic fish slice | 25 | 1:1 |
|  | Local food preparation and presentation equipment | Uteo  Calabash  Cooking pots  Wooven baskets |  |  |
|  | Roasting trays | Assorted | 25 | 1:1 |
|  | Kitchen forks | 5.5 to 8 inches (140 to 200 mm) and two or three narrow tines | 25 | 1:1 |
|  | Tongs | Assorted size (9 inch to 16 inch length ) | 12 | 2:1 |
|  | Perforated spoons | Stainless steel long oval perforated spoon | 25 | 1:1 |
|  | Baking Sheets | jelly roll pans  cookie sheets | 25 | 1:1 |
|  | Spider | Stainless Steel 6.3inch | 25 | 1:1 |
|  | Baking pan | Assorted pans  8- or 9-inch square  13 x 9-inch baking Dish  9-inch round cake pans  9- x 5-inch bread pans  12-cup (2 ½-inches muffin tins  8×1 ½-inch pie plate/dish | 25 | 1:1 |
|  | Casserole Dishes | Ceramic or glass bakeware. | 25 | 1:1 |
|  | Colander | 7- to 9-inches diameter | 25 | 1:1 |
|  | Sifter | 7- to 9-inches diameter | 25 | 1:1 |
|  | Wire Whisks | Spider shaped | 20 | 1:1 |
|  | Utility plates | Stainless steel | 100 | 4:1 |
|  | Utility bowls | Stainless steel(Assorted sizes) | 100 | 4:1 |
|  | Dredgers | Stainless steel | 5 | 1:5 |
|  | Thermos flask | Assorted sizes | 25 | 1:1 |
|  | Measuring cups and spoons | Assorted sizes | 5 sets | 1:5 |
|  | Glass bowls | Assorted sizes | 25 | 1:1 |
|  | Chopping boards | Assorted colour codes in sets | 50 | 2:1 |
|  | Chefs Knives | 8inch 12.32cm | 25 | 1:1 |
|  | Butchers cleavers | 7 inch 17.78 cm | 5 | 1:5 |
|  | Paring knives | 3 inch 7.62cm | 25 | 1:1 |
|  | Boning | 5” 12.7 cm | 25 | 1:1 |
|  | Serrated knife | 9 inches 22.86cm | 10 | 1:2 |
|  | Pallet knife | 5” 12.7 cm | 5 | 1:5 |
|  | Filleting knife | 5” 12.7 cm | 5 | 1:5 |
|  | Peelers | Stainless steel | 25 | 1:1 |
|  | Can opener | standard | 1 | 1:25 |
|  | Motar and pestle | Ceramic | 5 | 1:2 |
|  | Weighing scale | Manual and digital | 5 | 1:5 |
|  | Peeler | Assorted sizes | 25 | 1:1 |
|  | Squeezers | Fruit squeezers | 25 | 1:1 |
|  | Cutters | Egg assorted sizes | 25 | 1:1 |
|  | Pastry brushes | Assorted sizes | 25 | 1:1 |
|  | Graters | Multi – use | 25 | 1:1 |
|  | Cooking sticks | Assorted sizes | 25 | 1:1 |
|  | Cooking spoons | Assorted sizes | 25 | 1:1 |
|  | Whisks | Balloon | 25 | 1:1 |
|  | Bowls | Utility stainless steel bowls assorted sizes | 100 | 4:1 |
|  | Plates | Stainless steel utility | 100 | 4:1 |
|  | Thermos flasks | Assorted sizes (1 – 5liters) | 10 | 1:2.5 |
|  | Tea spoons | Stainless steel | 25 | 1:1 |
|  | Table spoons | Stainless steel | 25 | 1:1 |
|  | Measuring jugs | Assorted | 25 | 1:1 |
|  | Plastic bowls | Assorted sizes | 10 | 1:2.5 |
|  | Conical strainers | Stainless steel assorted sizes | 10 | 1:2.5 |
|  | Spatulas | Rubber assorted sizes | 25 | 1:1 |
|  | Baking trays | Non- stick assorted sizes | 25 | 1:1 |
|  | Hot dishes | Assorted sizes | 25 | 1:1 |
|  | Soup tureens | Stainless steel assorted sizes | 25 | 1:1 |
|  | Serving spoons | Assorted sizes | 25 | 1:1 |
|  | Ladle | Soup, sauce assorted sizes | 25 | 1:1 |
| E. NON FOOD CONSUMABLES | | | | |
|  | Cling film | 50cm X480M | 1 | 1:1 |
|  | Grease proof / baking paper | 20m X30cm | 1 roll | 1:1 |
|  | Disposable gloves | 100pcs per packet | 1 | 1:1 |
|  | Dustbin liner | 50pcs per packet | 1 | 1:1 |
|  | Aluminum foil paper | Heavy duty 500m | 1 | 1:1 |
|  | Muslin cloth | Cotton 12 by 12inches | 3 | 1:8 |
|  |  |  |  |  |
| F. CLEANING MATERIALS | | | | |
|  | Detergent | Multi – purpose set free | 3liters | 1:8 |
|  | Bar soap | Scent free 1kg bar | 1 | 1:25 |
|  | Scoring pads |  |  |  |
| E | Machines and Equipment | | | |
|  | Firefighting equipment | for ensuring safety in fabrication workshops where fire hazards are present, such as sparks | 3 |  |
| F | Reference Materials | | | |
| 1 |  | * + - * 1. Practical cookery for level 3 Advanced technical diploma in professional cookery. |  |  |
| 2 |  | 2) Theory of catering 7TH Edition by Kinton Ceserani and Fosket |  |  |
| 3 |  | Kenyan Recipes |  |  |

# FOOD AND BEVERAGE SERVICE

**UNIT CODE: 1013 551 15A**

**UNIT DURATION: 150** Hours

This unit addresses the Unit of Competency: **Serve Food and Beverage.**

**Unit Description**

It involves performing mis -en- scene, mis- en- place duties, preparing still room beverages, carrying out food and beverage service and performing post service tasks.

The unit is applicable in the hospitality industry.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Perform mis-en-scene | **15** |
| 2. | Perform mis-en-place | **15** |
| 3. | Prepare still room beverages. | **20** |
| 4. | Carry out food and beverage service | **45** |
| 5. | Execute banquet and event services | **40** |
| 6. | Post Perform post service tasks | **15** |
| **Total** | | **150** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Perform Mis -en- scene | * 1. Introduction to food and beverage service.      1. Definitions * Service * Food * Beverage * Hospitality * Food and beverage service   + 1. Importance of food and beverage     2. Food and beverage sectors * Welfare * Commercial   + 1. Staff organization * Organization structure * Small organization * Large organization * Duties and responsibilities of service personnel.   1. Occupational safety and health      1. Safety rules in the workshop      2. PPEs * Black leather low-heeled shoes * Black trouser/skirt or * Bowtie * Half coat * Waiters’ cloth   + 1. Hygiene rules in the workshop     2. Personal hygiene * Neat hair * Short nails * Clean uniform   + 1. Environmental hygiene * Cleaning the restaurant * Cleaning work surfaces   + 1. Conservation of resources * Fuel * Water * Energy * Food commodities   1. Cleaning materials and equipment’s * Detergents * Mops * Mop bucket * Cob web remover * Dust pan * Bins * Broom * Cleaning cloths * Wipes * Sanitizers   + 1. Cleaning procedures * Sweeping * Dusting * Mopping * Vacuum cleaning   + 1. Floor types * Terrazzo * Wooden * Tiled * Carpeted * Linoleum * Thermoplastic   + 1. Furniture, fittings, and furnishing * Tables * Size and shape * Chairs * Types of materials * Sizes * Sideboards * Consideration in stocking sideboard * Items stocked in a sideboard * Furnishing * Carpets * Curtains * Fittings * Lighting * Wall hanging * artwork   1. Dinning arrangements * Loose-module * Loose random * Booth * In situ * Module | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Perform mis -en- place | * 1. Food and beverage service equipment and materials      1. Tableware * Flatware * Cutlery * Hollowware   + 1. Special service equipment’s. * Teapots * Table number * Flower vase * Ashtray * Ice-cream coups * Butter knife * Cheese knife   + 1. Crockery * Types of crockery * Porcelain * Hotel earthen ware * Bone China * Stoneware * Storage and maintenance of crockery.   + 1. Glassware * Types of glassware * Storage and maintenance.   + 1. Disposables- * Types of disposables * Storage and cooking purpose * Decorations * Hygiene disposables * Packaging disposables * Service for food and beverage * Advantages of disposables * Disadvantages of disposables.   + 1. Trolleys * Types of trolley * Salad trolley * Cheese trolley * Liqueur trolley * Wine trolley * Hors-d’eouvre trolley. * Fruit trolley.   + 1. Automatic vending machines- * Types of vending machines * Snack vending machine * Hot non-beverage vending machine * Cold non-alcoholic vending machine * Alcoholic vending machine * Advantages vending machine * Disadvantages. vending machine   1. Polishing equipment’s * Glassware * Tableware’s * Crockery   1. Stocking sideboard * Items stocked in a sideboard * Considerable points in stocking sideboard.   1. Linen      1. Types of linen * Waiters’ cloth * Tablecloth * Napkin * Buffet cloth * Glass cloth * Tea cloth * Slip cloth * Skirting cloth * Sideboard liner   + 1. Uses of linen     2. Storage and maintenance of linen.     3. Laying tablecloth * Square table * Buffet table * Round table   + 1. Napkin folds * Bishop mitre * Cone napkin * Candle * Rose * Sail * Buffet napkin fold   1. Table accompaniments * Cruet set * Flower vase * Table number * Menu card * Condiment holder * Toothpick holder.   1. Food and beverage service areas and ancillary departments * Hotplate * Stillroom * Wash up * Spare linen store * Dispense bar * Silver room   1. Menu knowledge      1. Menu * Types of menus * Alacarte menu * Table dhoti menu   + 1. Other types of menus * Function menu * Speciality menu * Children menu * Bruch men   + 1. Characteristics of menu     2. Menu card/beverage list * Design a menu card and beverage list. * Content and layout of a menu card and beverage list.   1. Covers-   2. 1 Types of covers * Alacarte cover * Table dhote cover * Standard cover * Food accompaniments and covers   1. Briefing Food and beverages service personnel      1. Introduce him/herself.      2. Terms of reference      3. Introduce the restaurant staff * Head waiter * Sommelier * Cashier * Waiter I * Waiter II   + 1. Introduce menu * Dishes * Service style * Method of billing   + 1. Post service tasks | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Prepare stillroom beverages | * 1. Definition of terms. * Still room * Beverages   3,2 Environmental hygiene   * Cleaning the restaurant. * Cleaning work surfaces.   1. Tools and equipment * Coffee making machine * Electric kettle * Tea strainer * Coffee/tea pot * Coffee cup and saucer * Tea cup and saucer. * Coffee spoon * Tea spoon * Glasses   1. Care and maintenance of tools and equipment   2. Still room beverages      1. Types of still room beverages * Tea * Indian and Ceylon blend * China blend * Russian/lemon tea * Iced tea * Speciality tea * Asam tea * Jasmine tea * Sri-lanka tea * Tisanes * Coffee * Iced coffee * Espresso coffee * Speciality coffee * Coffee Royale * Jamaican coffee * Monks coffee * Russian coffee * Highland coffee * Calypso coffee * Seville coffee * Parisienne * Cocoa * Milk * Ingredients for stillroom beverages * Tea leaves * Coffee granules * Milk * Water * Lemon * Cocoa * Sugar   1. Still room beverage making methods   2. Coffee making methods * Instant * Saucepan * Plunger pot * Espresso * Individual filter   1. Faults in coffee and their causes * Bitter * Flat * weak   1. Coffee flavours * Sweet * Bitter * Floral * Fruity * Roasted   1. Safety practices in the bar.      1. Machine use safety measures      2. Personal safety   2. Points to note in production of coffee   3. Points to note in production of tea   4. Final clearance * Cleaning the stillroom. * Clearing working surfaces. * Return food items to the store * Clean, dry and return equipment to the store   1. Waste disposal * Bio-degradable * Non-degradable | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Carry out food and beverage service | * 1. Food and beverage service sequence * Confirming bookings and reservations * Welcoming and seating dinners * Unfolding napkins * Menu and beverage list presentation * Taking food and beverage orders. * Service of food and beverages * Clearing during service * Billing * Dish washing * Clearing following service   1. Methods of service      1. Table service * Plate service * Silver service * Family service * French service * Gueridon service   + 1. Assisted service * Buffet service * Carvery service   + 1. Self –service * Cafeteria * Types of cafeterias * Counter * Flee-flow cafeteria * Echelon * Carousel * Supermarkets   + 1. Specialized service/ service in-situ * Lounge service * Tray service * Room service * Home delivery, * Drive in   + 1. Single point service. * Automatic vending machine * Drive-thru. * Take-away * Fast food * court * Food Kiosks   1. Service of different types of beverages * Alcoholic beverages * Non-alcoholic beverages * Hot * Cold   1. Order taking methods * Duplicate * Triplicate * Pre-ordered * Service with order   1. Special food checks * Suivant * Retour/en-place * Supplement * Accident   1. Interpersonal skills * Dealing with customer complains * Dealing with children * Dealing with impaired vision/blind, deaf, * Dealing with person with communication difficulties * Dealing with limited mobility * Dealing with an ill customer * Dealing with spillages * Dealing with lost items * Dealing with suspicious items   1. Clearance procedure.   2. Billing methods * Separate bill * Bill with order * Pre-paid. * Voucher. * Bill as check. * No charge. * Deferred account.   1. Methods of payments * Cash, * Card, * Cheque, * Voucher   1. Guest feedback      1. Customer meal experience      2. Details on guest feedback form * Quality of food and beverage * Level of service * Time management * Comfort and amenities * Value for money * Dining experience * Cleanliness * Ambience * Overall experience   + 1. Areas of improvement. | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Execute banquets and events | 5.1 P.P. Es   1. Bow tie 2. Flat soled shoes 3. Dustcoat 4. Hair net 5. Half coat 6. Waiters’ cloth   5.2 Hygiene rules in banquets and events.  Personal hygiene   1. Neat hair 2. Short nails 3. Clean uniform   5.3 Environmental hygiene   1. Cleaning the venue   5.3.1 Safety rules in banquets and events.  5.3.2 Types of function catering   1. State function 2. Social functions 3. Outdoor catering.   5.4 Mise-en place duties   1. Polishing equipment’s 2. Stocking sideboards 3. Table set up 4. Preparing table accompaniments 5. Cruet set 6. Flower vase 7. Table number 8. Menu card 9. Condiment holder 10. Toothpick holder   5.5 Food and beverage service styles of service   1. Silver service 2. Plate service 3. Gueridon service \ 4. Buffet service   5.5.1 Types of buffets   1. Fork buffet 2. Finger buffet 3. Display buffet   5.6 Clearance procedures.  5.7 Billing methods   1. Bill as check 2. Bill with order 3. Pre-paid   5.7.1 Methods of payments   1. Cash 2. Debit/credit card 3. Cheque 4. Vouchers 5. Deferred   5.7.2 Post banquet services   1. Final clearance 2. Stripping of tables 3. Cleaning the venue 4. Return food items to the store 5. Stripping sideboard 6. Return equipment’s in the store   5.7.3 Waste disposal   1. Bio-degradable    1. Non-degradable | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Perform post service tasks | * 1. Post food and beverage service duties      1. Final clearance * Stripping of tables * Cleaning the restaurant * Return food items to the store * Stripping sideboard * Return equipment’s in the store * Re-clothing of tables * Re- laying of restaurant.   1. Waste disposal * Bio-degradable * Non-degradable |  |

**Suggested Methods of delivery**

* Demonstration
* Practical’s
* Direct instruction
* Group discussions
* Projects

**Recommended Resources for 25 Trainees**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | |
| 1. | Theory room | 1 | |
| 2. | Laptop | 1 | |
| 3 | Good Internet connectivity | | |
| 4 | Projector | | 1 |
| 5. | Flash cards | | 5 assorted colours |
| 6 | White board | | 1 |
| 7. | Flip charts | | 1. rolls |
| 8. | White board markers | | 5 Assorted colours |
| 9. | Stationery | | Enough |
| 10. | A fully equipped operational restaurant including industrial -current tools and equipment | | |
| 11. | Variety of food/dishes/courses | | |

**Equipment**

|  |  |  |
| --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** |
|  | Flatware | 100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon) |
|  | Crockeries | 100 each **(**Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups) |
|  | Cutlery | 1. each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks) |
|  | Hollowware | 25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups) |
|  | Trays | 30 |
|  | Salvers | 30 |
|  | Water glasses | 100 |
|  | Water jugs | 25 |
|  | Table accompaniments | 25 Cruet set, table number, toothpick holder, ashtray, condiment holder,) |
|  | Commercial hotplates | 2 |

**Furniture**

|  |  |  |
| --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** |
| 1. | Square tables | 15 |
| 2. | Buffet tables | 6 |
| 3. | Sideboards | 15 |
| 4. | Service trolley | 4 |
| 5. | Cheese trolley | 4 |
| 6. | Wine trolley | 4 |
| 7. | Liqueur trolley | 4 |

**Cleaning materials**

|  |  |  |
| --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** |
|  | Detergent | 400 litres |
|  | Bar soap | 30 bars |
|  | Scouring pads | 12 |
|  | Steel wool | 5 |
|  | Window cleaner | 5 |
|  | Yellow dusters | 5 |
|  | Sanitizers | 5 |
|  | Wipes | 5 |
|  | Cleaning cloths | 5 |

**Cleaning equipment**

|  |  |  |
| --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** |
|  | Cobweb removers | 5 |
|  | Soft brush | 5 |
|  | Dustpan & brush | 5 |
|  | Mops | 5 |
|  | Mop buckets | 5 |
|  | Hard brushes | 5 |
|  | Squeezers | 5 |
|  | Large dustbins | 5 |

**Linen**

|  |  |  |
| --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** |
| 1. | Table clothes | 25 |
| 2. | Slip clothes | 25 |
| 3. | Molton | 4 |
| 4. | Napkins | 100 |
| 5. | Skiting clothes | 5 |
| 6. | Waiters’ clothes | 25 |
| 7. | Glass clothes | 25 |
| 8. | Side board liners | 25 |
| 9. | Tray cloths | 25 |
| 10. | Tea clothes | 25 |

**Safety equipment**

|  |  |  |
| --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** |
| 1. | Assorted Fire extinguishers | 5 |
| 2. | Fire blankets | 2 |
| 3. | Complete first aid kits | 2 |

# MODULE V

# DIET THERAPY

**UNIT CODE: 0915 551 16A**

**UNIT DURATION: 70** Hours

**Relationship to Occupational Standards**

This unit addresses the unit of competency: apply diet therapy

**Unit Description**

This unit specifies the competencies required to apply diet therapy. It includes application of principles of diet therapy, manage diseases and conditions using diet therapy and apply home nursing care.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply principles of diet therapy | **20** |
| 2. | Manage diseases and conditions using diet therapy | **30** |
| 3. | Apply home nursing care | **20** |
| **Total** | | **70** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Apply principles of diet therapy | * 1. Diet therapy * Definition of terms * Diet * Diet therapy * Therapeutic diet * Modified diet   + 1. Importance of dietary requirements * To promote repair of worn out tissue * To promote growth * Maintenance of body cells * Improve immune system   + 1. Factors that influence dietary requirements * occupation * age * sex * disease * genetic makeup   1. Recommended dietary allowances (RDA) * definition of RDA * uses of RDA * Acts as a reference standard for discussing nutritional needs of patients * used in guiding healthy individuals to achieve adequate nutrient intake   + 1. Recommended dietary allowance of various groups * expectant mother * lactating mother * adolescent girls * Adolescent boys * toddlers * infants * elderly * men   + 1. RDA Tables     2. Nutrition health education * The eat well plate * Food composition table   1. Therapeutic diet * Modified consistency diets * Calorie restricted diet * Fat restricted diet * Low cholesterol diet   1. Bland diet | * Written. * Observation * Third party report * Oral questioning * Interviews * Role playing |
| 1. Manage diseases and conditions using diet therapy | * 1. Diseases and conditions requiring diet modification * Ulcers * Diabetes * High blood pressure * Paralytic ileus * Persistence diarrhea * GIT obstruction * Obesity * Malnutrition   1. Management of diseases and conditions   2. modes of feeding in therapeutic diet * Parenteral feeding * Enteral feeding   1. Dietetic food commodities * Infant formula * Meal replacement food * Sport food * Intravenous   1. Modified diets * Liquid * Soft * Bland * Pureed * Low fat diet * High protein diet * Carbohydrate controlled | * Written. * Observation * Third party report * Oral questioning * Interviews * Role playing |
| 1. Apply home nursing care | * 1. Home nursing * definition of home nursing * Importance of home nursing * duties of a home nurse * qualities/attributes of a home nurse   1. Nutritional needs of the sick * Balance * Right consistency * Quantities * Intervals (frequency of meals) * Variation in colour * Cooking methods   1. Public health concerns (sterilization and disinfection) * Safety needs of the patients * Social needs of the patient * Emotional needs of the patient * Equity * Religious need of the patient * Psychological needs of the patient * Physical needs of the patient   1. The sick room * Essential supplies in a sick room * Sanitation and hygiene in a sick room * Cleaning protocols * Making the bed * Handling of equipment * Handling of body discharge | * Written. * Observation * Third party report * Oral questioning * Interviews * Role playing |

**Suggested Methods of Delivery**

1. Projects
2. Demonstration by trainer

* Practice by the trainee
* Discussions
* Direct instruction
* Role playing

**Recommended Resources for 30 Trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| **A** | **Learning Materials** |  |  |  |
|  | Reference books | Comprehensive texts books on Entrepreneurial Skills | 30 pcs | 1:1 |
|  | PowerPoint Presentations | For trainer’s use, covering course content and practical applications | 1 | 1:30 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:30 |
|  | Media Resources | These include but are not limited to:   * Video Clips * Audio Clips * TV Sets * Radio Sets * Newspapers * Business Journals * Case studies |  |  |
|  | Templates | Templates for creating various documents e.g. business plan, invoices etc. | 30 | 1:1 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** |  |  |  |
|  | Lecture/Theory Room  /Learning Resource  Area\* | Spacious, equipped with projectors and Seats for 30 trainees, approximately 45 sqm (5 m x 9 m) | 1 | 1:30 |
|  |  |  |  |  |
| **C** | **Consumable Materials** |  |  |  |
|  | Writing Materials | Writing materials for note taking | Enough |  |
|  | Flashcards | For carrying out various activities by trainees | Enough |  |
|  | Charts | Sufficient for group work activities and displaying | Enough |  |
|  | Whiteboard Marker Pens | Dry-erase markers for trainers use. Assorted colors | Enough |  |

# ACCOUNTING OPERATIONS

**UNIT CODE:** **0411 551 17A**

**UNIT DURATION: 120** Hours

**Unit Description**

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

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply accounting equations | **30** |
| 2. | Apply double entry and ledger system | **30** |
| 3. | Balance accounts and extract trial balance | **30** |
| 4. | Prepare final books of accounts | **30** |
| **Total** | | **120** |

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

| **Learning Outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| --- | --- | --- |
| 1. Apply accounting equation | * 1. Definition of terms * Accounting concepts * Accounting equation * Financial records   1. Identify accounting principles include * Going concern principle * Consistency principle * Accrual principle * Matching principle * Cost principle   1. Explain accounting equation * Assets * Liabilities * Capital   1. Identify financial records * Bank statement * Budget reports * Donor records * Audited financial statements * Accounts receivable * Invoices * Purchase order * Balance sheets   1. Explain the importance of financial records in hospitality industry | * Observation * Written * Oral * Case study * Presentation |
| 1. Apply double entry and ledger system | * 1. Definition of terms * Books of original entry * Ledger * Nominal ledger * Private ledger * General Ledger * Guest ledger * City ledger   + 1. Explain rules of double entry system     2. Prepare ledger accounts * Personal accounts * Real accounts * Nominal accounts   1. Transactions recorded in ledger accounts | * Observation * Written * Oral * Case study * Presentation |
| 1. Balance accounts and extract trial balance | * 1. Balancing off accounts   2. Extract credit and debit balances   3. Trial balance is prepared.   4. Prepare balance sheet   5. Purpose of trail balance * Limitations of a trial balance | * Observation * Written * Oral * Case study * Presentation |
| 1. Prepare final books of accounts | * 1. Books of original entry      1. Definition of terms * Source documents * Journal * Books of original entry * Receipt * Invoice * Credit note * Debit note * Payment voucher * Sales * Gross profit * Net profit/Net loss * Cost of goods * Trading profit and loss account   + 1. Identify books of original entry * Sale journal * Purchases journal * Cash receipts journal * Cash payments journal * Petty cash book * General journal * Returns inwards journal * Returns outwards journal   1. Prepare general journal accounts   2. Prepare income statement   3. Prepare statement of financial positions   4. Identify purpose of final books of account | * Observation * Written * Oral * Case study * Presentation |

**Suggested Delivery Methods**

* Instructor led facilitation
* Demonstration
* Practical work
* Viewing of related videos

**Recommended Resources for 25 Trainees**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | |
| 1. | Theory room | 1 | |
| 2. | Laptop | 1 | |
| 3 | Good Internet connectivity | | |
| 4 | Projector | | 1 |
| 5. | Flash cards | | 5 assorted colour |
| 6 | White board | | 1 |
| 7. | Flip charts | | 1. Rolls |
| 8. | White board markers | | 5 Assorted colour |
| 9. | Stationery | | Enough |

# BANQUETS AND EVENTS

**UNIT CODE: 1013 551 18A**

**UNIT DURATION: 250** Hours

**Relationship to occupational standards**

This unit addresses the unit of competency: **Manage banquets and events.**

**UNIT DESCRIPTION**

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

**Summary of learning outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Carry out mis en scene for banquets and events | **50** |
| 2. | Carry out mis en place for banquets and events | **50** |
| 3. | Perform banquets and events operations | **100** |
| 4. | Perform post banqueting tasks | **50** |
| **Total** | | **250** |

**Learning outcomes, content and suggested assessment methods**

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

**Suggested Methods of Delivery**

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

**Recommended Resources for 25 trainees**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | |
| 1. | Theory room | 1 | |
| 2. | Laptop | 1 | |
| 3 | Good Internet connectivity | | |
| 4 | projector | | 1 |
| 5. | Flash cards | | 5 assorted colour |
| 6 | White board | | 1 |
| 7. | Flip charts | | 1. rolls |
| 8. | White board markers | | 5 Assorted colour |
| 9. | Stationery | | Enough |
| 10. | A fully equipped operational restaurant including | | |
| 11. | Variety of food/dishes/courses | | |

**Equipment**

|  |  |  |
| --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** |
|  | Flatware | 100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon) |
|  | Crockeries | 100 each **(**Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups) |
|  | Cutlery | 100 each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks) |
|  | Hollowware | 25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups) |
|  | Trays | 30 |
|  | Salvers | 30 |
|  | Water glasses | 100 |
|  | Water jugs | 25 |
|  | Table accompaniments | 25 Cruet set, table number, toothpick holder, ashtray, condiment holder,) |
|  | Commercial hotplates | 2 |

**Furniture**

|  |  |  |
| --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** |
| 1. | Square tables | 15 |
| 2. | Buffet tables | 6 |
| 3. | Sideboards | 15 |
| 4. | Service trolley | 4 |
| 5. | Cheese trolley | 4 |
| 6. | Wine trolley | 4 |
| 7. | Liqueur trolley | 4 |

**Cleaning materials**

|  |  |  |
| --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** |
|  | Detergent | 400 litres |
|  | Bar soap | 30 bars |
|  | Scouring pads | 12 |
|  | Steel wool | 5 |
|  | Window cleaner | 5 |
|  | Yellow dusters | 5 |
|  | Sanitizers | 5 |
|  | Wipes | 5 |
|  | Cleaning cloths | 5 |

**Cleaning equipment**

|  |  |  |
| --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** |
|  | Cobweb removers | 5 |
|  | Soft brush | 5 |
|  | Dustpan & brush | 5 |
|  | Mops | 5 |
|  | Mop buckets | 5 |
|  | Hard brushes | 5 |
|  | Squeezers | 5 |
|  | Large dustbins | 5 |

**Linen**

|  |  |  |
| --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** |
| 1. | Table clothes | 25 |
| 2. | Naperones /slip cloth | 25 |
| 3. | Molton | 4 |
| 4. | Napkins | 100 |
| 5. | Skiting clothes | 5 |
| 6. | Waiters’ clothes | 25 |
| 7. | Glass clothes | 25 |
| 8. | Side board liners | 25 |
| 9. | Tray cloths | 25 |
| 10. | Tea clothes | 25 |
| 11. | Seat cover | 100 |
| 12. | Cocktail table covers | 25 |

**Safety Equipment**

|  |  |  |
| --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** |
| 1. | Assorted Fire extinguishers | 5 |
| 2. | Fire blankets | 2 |
| 3. | Complete first aid kits | 2 |

**Décor And Decorations Materials**

|  |  |  |
| --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** |
| 1. | Carpets | 1 |
| 2. | Drapers | 5 |
| 3. | Lighting | |
| 4. | Floral | |
| 5. | Wall hangings | |

# MODULE VI

# ENTREPRENEURIAL SKILLS

**ISCED UNIT CODE: 0413 541 19A**

**UNIT DURATION: 40** Hours

**Relationship with occupational standards**

This unit addresses the unit of competency: Apply Entrepreneurial skills.

**Duration of unit: 40 Hours**

**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, and developing business innovative strategies and business plans.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply financial literacy | **6** |
| 2. | Apply the entrepreneurial concept | **4** |
| 3. | Identify entrepreneurship opportunities | **6** |
| 4. | Apply business legal aspects | **6** |
| 5. | Innovate Business Strategies | **6** |
| 6. | Develop business plan | **12** |
| **Total** | | **40** |

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

| Learning Outcome | Content | Suggested Assessment Methods |
| --- | --- | --- |
| 1. Apply financial literacy | * 1. Personal finance management   2. Balancing between needs and wants   3. Budget Preparation   4. Saving management   5. Factors to consider when deciding where to save   6. Debt management   7. Factors to consider before taking a loan   8. Investment decisions   9. Types of investments   10. Factors to consider when investing money   11. Insurance services   12. insurance products available in the market   13. Insurable risks | * Observation * Project * Written assessment * Oral assessment * Third party report * Interviews |
| 1. Apply entrepreneurial concept | * 1. Difference between Entrepreneurs and Business persons   2. Types of entrepreneurs   3. Ways of becoming an entrepreneur   4. Characteristics of Entrepreneurs   5. salaried employment and self-employment   6. Requirements for entry into self-employment   7. Roles of an Entrepreneur in an enterprise   8. Contributions of Entrepreneurship | * Observation * Project * Written assessment * Oral assessment * Third party report |
| 1. Identify entrepreneurship opportunities | * 1. Sources of business ideas   2. Factors to consider when evaluating business opportunity   3. Business life cycle | * Observation * Project * Written assessment * Oral assessment * Third party report |
| 1. Apply business legal aspects | * 1. Forms of business ownership   2. Business registration and licensing processing   3. Types of contracts and agreements   4. Employment laws   5. Taxation laws | * Observation * Project * Written assessment * Oral assessment * Third party report |
| 1. Innovate business Strategies | * 1. Creativity in business   2. Innovative business strategies   3. Entrepreneurial Linkages   4. ICT in business growth and development | * Observation * Project * Written assessment * Oral assessment * Third party report |
| 1. Develop Business Plan | * 1. Business description   2. Marketing plan   3. Organizational/Management   4. plan   5. Production/operation plan   6. Financial plan   7. Executive summary   8. Business plan presentation   9. Business idea incubation | * Observation * Written assessment * Project * Oral assessment * Third party report |

**Suggested Methods of Instruction**

* Direct instruction with active learning strategies
* Project (Business plan)
* Case studies
* Field trips
* Group Discussions
* Demonstration
* Question and answer
* Problem solving
* Experiential
* Team training
* Guest speakers

**Recommended Resources for 30 Trainees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S/No.** | **Category/Item** | **Description/Specifications** | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| **A** | **Learning Materials** |  |  |  |
|  | Textbooks | Comprehensive texts books on Entrepreneurial Skills | 30 pcs | 1:1 |
|  | PowerPoint Presentations | For trainer’s use, covering course content and practical applications | 1 | 1:30 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:30 |
|  | Media Resources | These include but are not limited to:   * Video Clips * Audio Clips * TV Sets * Radio Sets * Newspapers * Business Journals * Case studies |  |  |
|  | Templates | Templates for creating various documents e.g. business plan, invoices etc. | 30 | 1:1 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:30 |
| **B** | **Learning Facilities & Infrastructure** |  |  |  |
|  | Lecture/Theory Room  /Learning Resource  Area\* | Spacious, equipped with projectors and Seats for 30 trainees, approximately 45 sqm (5 m x 9 m) | 1 | 1:30 |
|  | Computer Laboratory | Equipped with at least 15 functional computers with internet connectivity and the following software:   * + - Windows/ Linux/ Macintosh Operating System     - Microsoft Office Software     - Google Workspace Account     - Antivirus Software | 1 | 1:1 |
|  |  |  |  |  |
| **C** | **Consumable Materials** |  |  |  |
|  | Writing Materials | Writing materials for note taking | Enough |  |
|  | Flashcards | For carrying out various activities by trainees | Enough |  |
|  | Charts | Sufficient for group work activities and displaying | Enough |  |
|  | Whiteboard Marker Pens | Dry-erase markers for trainers use. Assorted colors | Enough |  |

# MARKETING SKILLS

**UNIT CODE: 0414 551 20A**

**UNIT DURATION: 80** Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Apply Marketing Skills

**Unit Description**

This unit describes competencies required to apply marketing skills. It involves developing marketing plan, developing hospitality service marketing strategy, evaluating demand for hospitality services, evaluating marketing environment and developing marketing mix.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Develop a marketing plan | **10** |
| 2. | Apply hospitality service marketing strategy, | **20** |
| 3. | Evaluating demand for hospitality services. | **20** |
| 4. | Evaluating the marketing environment | **10** |
| 5. | Apply the marketing mix. | **20** |
| **Total** | | **80** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Develop marketing plan | * 1. Definition of terms * Marketing * Market * Needs * Wants * Demands * Value * Exchange * Transactions * Relationships * Marketing resources   + 1. Marketing objectives * Improving customer satisfaction * Increase brand awareness * Expand market research * Boasting sales. * Launch new products and services   1. SWOT analysis * Strengths * Weaknesses * Opportunities * Threats   + 1. Importance’s of SWOT analysis   1. Target market * Demographic target market * Geographic target market * Psychographic target market * Behavioural target market * Segmented by product usage * Industry or Niche market target   1. Marketing resources development * Human resources * Financial resources * Digital tools and platforms * Content resource * Marketing channels * Promotional materials * Training and educational resources | * Oral questioning * Portfolio of evidence * Interviews * Third party report * Written tests |
| 1. Evaluate marketing strategy | * 1. Definition of terms * Marketing environment * Marketing information * Competitors * Market strategies   1. Market information * Customer information * Competitor information * Industry trends * Market size and potential * Distribution and supply chain * Sources of market information   + 1. Importance of customer information   1. Market segmentation * Demographic segmentation * Geographic segmentation * Psychographic segmentation * Behavioural segmentation   1. Marketing decisions * Products decisions * Price decisions * Place (Distribution decisions) * Promotion decisions   1. Marketing strategies * Digital marketing strategy * Content marketing strategy * Brand marketing strategy * In-bound marketing strategy * Out-bound marketing strategy   1. Importance of marketing strategy. | * Oral questioning * Portfolio of evidence * Interviews * Third party report * Written tests |
| 1. Evaluate demand for hospitality services | * 1. Definition of terms * Evaluation * Service demand * Hospitality services * Product category * Product demand * Marketing data   1. Outline marketing objectives   2. Importance of collecting marketing data.   3. Types of competitors.      1. Methods of analysing competitors.      2. Effects of competition in hospitality industry   4. Categories of products   5. Factors affecting product demand   6. Monitoring market performance * Definition * Importance * Methods | * Oral questioning * Portfolio of evidence * Interviews * Third party report * Written tests |
| 1. Evaluate the marketing environment | 1. Definition of terms  * Macro environment * Micro environment * Consumer data * Market trends   + 1. Macro environmental factors * Political factors * Economic factors * Sociocultural factors * Technological factors * Environmental factors * Legal factors   + 1. Micro environment factors * Customers * Competitors * Suppliers * Intermediaries * Employees * Public  1. Methods of evaluating competitor’s strategy.  * Cost leadership * Differentiation * Niche strategy * Innovation   + 1. Effects of macro and micro environment in hospitality business   1. Methods of collecting consumer data * Questionnaire’s * Website analysis * Social media monitoring * Customer feedback and reviews * Interviews   + 1. Importance of collecting consumer data.   1. Types of market trends * Technological trends * Social and cultural trends * Environmental trends * Consumer trends * Economic trends * Objectives of market trends. | * Oral questioning * Portfolio of evidence * Third party report * Written tests |
| 1. Develop marketing mix. | * 1. Definition of terms * Marketing mix * Product portfolio * Promotion * Price * Place * Market programming   + 1. Product portfolio * Elements of product portfolio * Product lines * Product mix * Life cycle stages * Types of product portfolio   1. Packaging of product * Factors to consider when packaging * Types of packaging * Functions of packaging   1. Promotion methods * Public relations * Traditional advertising * Digital marketing * Sales promotion * Influencer Marketing * Word of mouth Marketing   5.3.1 Importance of promotion methods   * + 1. Advantages and disadvantages of promotion methods   1. Market programming * Types of marketing program * Details of marketing program   1. Competitive prices * Pricing strategies * Factors affecting pricing strategies * Importance of pricing   1. Appropriate marketing place * Factors to consider * Elements of place | * Oral questioning * Portfolio of evidence * Interviews * Third party report * Written tests |

**Suggested Methods of Instruction**

* Role playing
* Viewing of related videos
* Discussion
* Direct Instruction

**Recommended Resources for 25/30 Trainees**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | |
| 1. | Theory room | 1 | |
| 2. | Laptop | 1 | |
| 3 | Good Internet connectivity | | |
| 4 | Projector | | 1 |
| 5. | Flash cards | | 5 assorted colour |
| 6 | White board | | 1 |
| 7. | Flip charts | | 6 Rolls |
| 8. | White board markers | | 5 Assorted colour |
| 9. | Stationery | | Enough |

# HOSPITALITY RESEARCH

**UNIT CODE: 0541 551 21A**

**UNIT DURATION: 80** Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **undertake hospitality research**

**UNIT DESCRIPTION**

This unit specifies the competencies required by a catering and accommodation manager to conduct scientific research**.** It involves preparing scientific research proposal, applying scientific research methods and analyzing scientific research findings.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare research proposal | **30** |
| 2. | Apply scientific research methods | **20** |
| 3. | Analyse scientific research finding | **30** |
| **Total** | | **80** |

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

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Prepare a research proposal | * 1. Introduction      1. Definition of terms * Research * Research problem * Population * Sample * Hypothesis * Data * Theory   + 1. Components of research * Identification of research area and topic * Statement of the problem * Literature review * Methodology design * Sampling frame and sampling techniques * Data collection tools * Design and techniques * Data analysis methods * Report writing techniques   + 1. Purpose of research     2. Sources of knowledge     3. Characteristics of a good research   1. Research proposal      1. Procedure of developing a research proposal * Title * Introduction * Abstract * Literature review * Research objectives * Methodology * Significance of the study * Timelines * Budget * References * Appendixes | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |
| 1. Apply research methods | * 1. Types of research designs * Descriptive research design * Correlational research design * Experimental research design   1. Research methodology * Qualitative designs * Quantitative designs   1. Population and sample size   2. Sampling techniques * Probability * Non-probability   1. Data collection methods and tools * Questionnaires * Interviews * Observation * Suggestion boxes * Focus groups * Documents and records   1. Ethical considerations in research. * Avoid plagiarism * Confidentiality * Integrity * Voluntary participation * Informed consent | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |
| 1. Analyse research finding | * 1. Data analysis methods      1. ANOVA      2. Measures of central tendency * Mean * Median * Mode   + 1. Measures of dispersion * Range * Variance * Standard deviation   1. Research report      1. Components of research reports      2. Design of research reports      3. Ethics in research      4. Citations and referencing | * Practical assessment * Project * Portfolio of evidence * Third party report * Written tests * Oral questioning |

**Suggested Methods of Instruction**

* Practical
* Projects
* Demonstration
* Group discussion
* Direct instruction

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S/No. | Category/Item | Description/Specifications | Quantity | Recommended Ratio (Item: Trainee) |
| A | Learning Materials | | | |
|  | Textbooks | 1. Research methodology and scientific writing, C. George Thomas 2. Research Design and Methods , Garry J. Burkholder | 1 | 1:25 |
|  | Projector | Functional projector for displaying content during presentations | 1 | 1:25 |
|  | Lap top | Functional laptop with online instructional content | 1 | 1:25 |
|  | Flip charts | Plain white | 1 | 1:25 |
|  | White board markers | Assorted | 1 | 1:25 |
|  | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | 1 | 1:25 |
| B | LEARNING FACILITIES & INFRASTRUCTURE | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees, approximately 60 sqm | 1 | 1:25 |

# CATERING AND ACCOMMODATION MANAGEMENT

**UNIT CODE: 1013 551 22A**

**UNIT DURATION: 250** Hours

**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.

**Summary of Learning Outcomes**

By the end of this unit, the learner should be able to:

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare catering and accommodation work plan | **50** |
| 2. | Organize catering and accommodation service | **100** |
| 3. | Control catering and accommodation operations | **150** |
| **Total** | | **250** |

**ELEMENTS AND PERFORMANCE CRITERIA**

| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| --- | --- | --- |
| 1. Prepare catering and accommodation work plan | * 1. Definition of terms * Work plan * Catering and accommodation * Catering and accommodation work layout * Materials and equipment * Catering and accommodation budget   + 1. Introduction to supervisory aspects     2. Attributes of a catering and accommodation manager     3. Duties of a catering and accommodation manager     4. Elements of management * Forecasting and planning * Organizing * Commanding * Coordinating * Controlling   + 1. Skills for effective supervision * Technical skills * People skills * Conceptual skills   1. Identify catering and accommodation activities * Food production * Food and beverage Service * Housekeeping * Laundry * Front office   1. Identify catering and accommodation materials and equipmentare identified      1. Production equipment * Ovens * Fridges * Sauce pans * Deep freezers * Dough mixers * Grillers * Cooking ranges * Coffee making machines   + 1. Production materials * Flour * Sea foods * Poultry * Vegetables * Dairy products * Fruits * Fungi foods * Butchery   + 1. Food and beverage Service equipment * Table wares * Microwaves * Hot plate * Fridges * Glassware * Furniture * Crockery * Hollow ware   + 1. Food and beverage Service materials * Beverages * Linens * Table accompaniments\ * Food items * Tobacco and cigars * Accessories * coholic and non-alcoholic beverages arnishesLinensDoiliesMatchbndles   + 1. Accommodation operations equipment * Vacuum cleaners * Squeegees * Brushes * Brooms * Scrubbers * Iron box * Iron board * Furniture   + 1. Accommodation operations materials * Cleaning detergents * Stain removers * Polishes   + 1. Accommodation articles * Table linens * Beddings * Floor mats   + 1. Front office equipment * Computers * Telephones * Printers * Scanners * furniture   + 1. Front office materials * printing papers * writing materials * files and folders * staplers * thermal rolls   1. Prepare catering and accommodation activitieswork schedule * Timed order of work * Work shifts   1. Prepare catering and accommodation budget | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 2. Organize catering and accommodation service | * 1. Definition of terms * Accommodation resources * Risk mitigation * Coordination   + 1. Allocate catering and accommodation 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 fabrics   1. Allocate catering and accommodation resources * Kitchen equipment’s * Staff and skills * Ingredients and supplies * Technology and software * Facilities * Utilities * Accommodation operations equipment and materials   1. Coordinate catering and accommodation activities.   2. Apply risk mitigation measures * Food safety and hygiene * Fire and safety measures * Health and well-being * Risk management for customers | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments   Oral questioning |
| 3.Control catering and accommodation operations | * 1. Definition of terms * Staff training * Staff performance * Staff motivation * Monitor * Operational performance * Accommodation revenue * Operational performance report.   + 1. Coordinate catering and accommodation operations * Food production * Food service * Accommodation * Housekeeping * Maintenance * Accounts department   1. Monitor catering and accommodation resources.   2. Conduct catering and accommodation staff training. * Health and safety * Customer service * Communication * Compliance * Managerial training   1. Evaluate catering and accommodation staff performance. * Customer service skills * Product knowledge * Efficiency and organization * Team work * Guest interaction * Professionalism and appearance * Crisis management   1. Conduct catering and accommodation staff motivation. * Training and development * Mentorship programs * Rewarding of staff * Safe and comfortable work environment   1. Monitor catering and accommodation revenue.   2. Prepare catering and accommodation operational performance reports. * Customer satisfaction scores * Service efficiency * Food cost percentage * Revenue * Facilities management | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments   Oral questioning |

**Suggested methods of delivery**

* Practical
* Demonstration
* Group discussion
* Direct instruction

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/No.** | | **Category/Item** | **Description/Specifications** | | **Quantity** | **Recommended Ratio (Item: Trainee)** |
| **A** | | **Learning Materials** | | | | |
|  | | Textbooks | 1) Practical cookery for level 3 Advanced technical diploma in professional cookery.  2) Theory of catering 7TH Edition by Kinton Ceserani and Fosket  3. Food and beverage service theory by lilicrap  4. Professional Management of housekeeping operation by Thomas J. A. Jones.  5. Hotel, hostel and hospital housekeeping by Joan C Branson and Margaret lennox.  6. Housekeeping operations and management by G. Raghubalan.  7. Front office operations and management by Ahmed Ismail.  8. Managing front office operations by Michael L Kasavana and Richard M Brooks.  9.Laundry and textile care by; J.J George  10.Laundry and linen management by: Virginia Sherwood | | 25 | 1:1 |
|  | | Projector | Functional projector for displaying content during presentations | | 1 | 1:25 |
|  | | Lap top | Functional laptop with online instructional content | | 1 | 1:25 |
|  | | Flash cards | Assorted | | 5 | 1:5 |
|  | | Flip charts | Plain white | | 2 | 1:13 |
|  | | White board markers | Assorted colors | | 5 | 1:5 |
|  | | White board | Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction | | 1 | 1:25 |
| **B** | | **Learning Facilities & Infrastructure** | | | | |
|  | | Lecture/Theory Room | Spacious room with seats for 25 trainees, approximately 60 sqm | | 1 | 1:25 |
|  | | Workshop | -A Fully Equipped Operational Kitchen including Industrial -Current Tools and Equipment  -A fully equipped operational restaurant including industrial-current tools and equipment.  - A fully equipped housekeeping workshops  Including industrial current tools, equipment, cleaning agents and equipment.  -A fully equipped laundry workshop including industrial current tools, equipment, cleaning agents and equipment.  -A fully equipped front office area including industrial current tools and equipment. | | 1  1  1  1  1 | 1:25  1.25  1.25  1.25  1.25 |
| **C** | | **KITCHEN EQUIPMENT** | | | | |
|  | | Working table | Stainless steel size 2 by 6 feet | | 13 | 1:2 |
|  | | Sink | Double sink stainless steel | | 5 | 1:5 |
|  | | Burner | Gas range | | 13 | 1:2 |
|  | | Refrigerators | 200 to 400 liters capacity with in - built refreeze | | 2 | 1:13 |
|  | | Food displays | Cold food displays | | 2 | 1:13 |
|  | | Ovens | Double decker industrial | | 2 | 1:13 |
|  | | Bain Marie | Industrial | | 1 | 1:25 |
|  | | Commercial mixer | 60-liter capacity With dough hooks | | 1 | 1:25 |
|  | | Blender | 30-liter capacity Commercial with grinding attachments | | 2 | 1:13 |
|  | | Freezer | Deep freezer 650-liter capacity double door | | 1 | 1:25 |
|  | | Weighing scale | Electrical weighing scales | | 5 | 1:5 |
| Manual weighing scale | | 5 | 1.5 |
|  | | Potato chipper | Electrical, Commercial | | 1 | 1:25 |
|  | | Potato peeler | Electrical 300kg per hour | | 1 | 1:25 |
| **D** | | **SMALL KITCHEN EQUIPMENT** | | | | |
|  | | Sauce pans | Assorted sizes With lids | | 50 | 2:1 |
|  | | Peeler | Assorted sizes | | 25 | 1:1 |
|  | | Squeezers | Fruit squeezers | | 25 | 1:1 |
|  | | Cutters | Egg assorted sizes | | 25 | 1:1 |
|  | | Pastry brushes | Assorted sizes | | 25 | 1:1 |
|  | | Graters | Multi – use | | 25 | 1:1 |
|  | | Cooking sticks | Assorted sizes | | 25 | 1:1 |
|  | | Cooking spoons | Assorted sizes | | 25 | 1:1 |
|  | | Whisks | Balloon | | 25 | 1:1 |
|  | | Bowls | Utility stainless steel bowls assorted sizes | | 100 | 4:1 |
|  | | Plates | Stainless steel utility | | 100 | 4:1 |
|  | | Thermos flasks | Assorted sizes (1 – 5liters) | | 10 | 1:2.5 |
|  | | Tea spoons | Stainless steel | | 25 | 1:1 |
|  | | Table spoons | Stainless steel | | 25 | 1:1 |
|  | | Measuring jugs | Assorted | | 25 | 1:1 |
|  | | Measuring spoons | Assorted | | 25 | 1:1 |
|  | | Plastic bowls | Assorted sizes | | 10 | 1:2.5 |
|  | | Glass bowls | Assorted sizes | | 25 | 1:1 |
|  | | Conical strainers | Stainless steel assorted sizes | | 10 | 1:2.5 |
|  | | Colanders | Stainless steel assorted sizes | | 10 | 1:2.5 |
|  | | Chopping boards | Assorted according to color codes | | 10 | 1:2.5 |
|  | | Chefs knives | Stainless steel assorted types | | 25 | 1:1 |
|  | | Spatulas | Rubber assorted sizes | | 25 | 1:1 |
|  | | Baking trays | Non- stick assorted sizes | | 25 | 1:1 |
|  | | Hot dishes | Assorted sizes | | 25 | 1:1 |
|  | | Soup tureens | Stainless steel assorted sizes | | 25 | 1:1 |
|  | | Serving spoons | Assorted sizes | | 25 | 1:1 |
|  | | Ladle | Soup, sauce assorted sizes | | 25 | 1:1 |
|  | | Tongs | Assorted sizes | | 25 | 1:1 |
|  | | Sieves | Metallic assorted sizes | | 10 | 1:2.5 |
| **E. NON-FOOD CONSUMABLES** | | | | | | |
|  | | Cling film | 50cm X480M | | 1 | 1:25 |
|  | | Grease proof / baking paper | 20m X30cm | | 1 | 1:25 |
|  | | Disposable gloves | 100pcs per packet | | 1 | 1:25 |
|  | | Dustbin liner | 50pcs per packet | | 1 | 1:25 |
|  | | Aluminum foil paper | Heavy duty 500m | | 1 | 1:25 |
|  | | Muslin cloth | Cotton 12 by 12inches | | 3 | 1:8 |
|  | |  |  | |  |  |
|  | |  | **HOUSEKEEPING** | | |  |
| **F. CLEANING AGENTS AND MATERIALS** | | | | | | |
|  | Detergent | | Multi – purpose set free | | 3liters | 1:8 |
|  | Bar soap | | Scent free 1kg bar | | 1 | 1:25 |
|  | Scoring pads | | Assorted sizes | | 10 | 1:2.5 |
|  | Steel wool | | Assorted sizes | | 10 | 1:2.5 |
|  | Window cleaners | | 1 liter bottles | | 5 | 1:5 |
|  | Yellow dusters | | Non fluffy | | 25 | 1:1 |
|  | Cleaning cloths | | Assorted sizes | | 25 | 1:1 |
|  | Disinfectant | | Multi-purpose | | 3liters | 1.8 |
|  | Scouring powder | | Multi-purpose | | 2liters | 1.25 |
|  | Toilet bowl cleaners | | I liter bottles | | 2 liters | 1.10 |
|  | Vinegar | | 500 ml bottle | | I liter | 1.25 |
|  | Wood polish | | 300ml bottle | | 2 bottles | 1.15 |
|  | Metal polish | | 450L tin | | 2tins | 1.15 |
|  | Baking soda | | 200 gms tin | | 1 tin | 1.25 |
|  | Carpet shampoo | | 300ml | | 1 tin | 1.5 |
|  | Bleach | | 1liter tins | | 1 tin | 1.25 |
|  | Salt | | I kg packet | | 1 kg | 1.25 |
|  | Foam cleaner | | 300ml tin | | 2 tin | 1.5 |
|  | Dustbin liner | | 50pcs per packet | | 1 | 1.25 |
|  | Air freshener | | Multi-purpose | | 3ltrs | 1.8 |
|  | Rubber gloves | | Assorted sizes | | 10 pairs | 1.3 |
| **E** | **CLEANING EQUIPMENT** | | | | | |
|  | **HOUSEKEEPING SECTION.** | | | | | |
|  | Cob web removers | | With handles | | 2 | 1:12.5 |
|  | Soft brushes | | Soft | | 2 | 1:12.5 |
|  | Dustpans and brush | | Paired | | 2 | 1:12.5 |
|  | Mops | | Both dry and wet | | 5 | 1:5 |
|  | Mop buckets | | Assorted materials / sizes | | 5 | 1:5 |
|  | Hard brushes | | Hard | | 5 | 1:5 |
|  | Squeezers | | With handles | | 2 | 1:12.5 |
|  | Dustbins | | Large with lids | | 5 | 1:5 |
|  | Pedal bins | | Large with lids | | 5 | 1.5 |
|  | Scrubbing brushes | | With handles | | 25 | 1.1 |
|  | Vacuum cleaners | | electric | | 1 | 1.25 |
|  | Buckets | | Assorted sizes | | 25 | 1.1 |
|  | Toilet brushes and holders. | | With handles | | 5 | 1.5 |
|  |  | |  | |  |  |
|  | **LARGE LAUNDRY EQUIPMENT** | | | | | |
|  | Ironing board | | | Adjustable | 5 | 1:5 |
|  | Linen cabinets | | | lockable | 5 | 1:5 |
|  | Washing machine | | | Electric | 1 | 1:25 |
|  | Laundry baskets | | | Large with lids | 25 | 1:1 |
|  | Laundry basins | | | Multi-purpose | 25 | 1:1 |
|  | Calendaring machine. | | | electric | 1 | 1.25 |
|  |  | | | **SMALL LAUNDRY** **EQUIPMENT** | | |
|  | Iron boxes | | | Electric | 10 | 1:3 |
|  | laundry detergent containers | | | Plastic | 25 | 1:1 |
|  | Laundry brushes | | | With handle | 5 | 1:5 |
|  | Hangers | | | plastic | 25 | 1:1 |
|  | Extension cable | | | large | 5 | 1:5 |
|  | Packaging bags | | | Assorted sizes | 100 | 4:1 |
|  | Buckets | | | Assorted sizes | 25 | 1:1 |
|  | Weighing scale | | | 30 kg maximum | 1 | 1:25 |
|  | Soak basins | | | Plastic | 25 | 1:1 |
|  | Small basins | | | Plastic | 25 | 1:1 |
|  | Cooking stick | | | Wooden | 25 | 1:1 |
|  | Measuring jugs | | | I litre | 25 | 1:1 |
|  | Peg holder | | | plastic | 25 | 1:1 |
|  | Pegs | | | Assorted colours | 100 | 4.1 |
|  |  | | |  |  |  |
|  |  | | |  |  |  |
|  |  | | | **CLEANING AGENTS AND MATERIALS** | | |
|  | Liquid Detergent | | | Multi – purpose set free | 3liters | 1:8 |
|  | Disinfectant | | | Multi – purpose set free | 3 litres | 1:8 |
|  | Stain removal agents | | | Multi – purpose set free | 3 litres | 1:8 |
|  | Moth balls | | | balls | 2kgs | 1:13 |
|  | Fabric conditioner | | | 500ml bottles | 3 Litres | 1:8 |
|  | Laundry starch | | | Powder form | 3kgs | 1:8 |
|  | Laundry blue | | | Powder form | 2 kg | 1:13 |
|  | Solvents and absorbents | | | Multi – purpose set free | 3 litres | 1:8 |
|  | Bleach | | | Multi-purpose | 2 litres | 1:13 |
|  | Bar soap | | | Scent free 1kg bar | 1 | 1:25 |
|  | Rubber gloves | | | Assorted sizes | 10 pairs | 1:3 |
|  | Yellow dusters | | | Non fluffy | 25 | 1:1 |
|  | Cleaning cloths | | | Assorted sizes | 25 | 1:1 |
|  | Dustbin liner | | | 50pcs per packet | 1 | 1:25 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| C | LARGE FRONT OFFICE EQUIPMENT | | | |
|  | Room rack |  | 1 | 1:25 |
|  | Information desk |  | 1 | 1:25 |
|  | Printing machine |  | 1 | 1:25 |
|  | PDQ |  | 1 | 1:25 |
|  | ETR Machine |  | 1 | 1:25 |
|  | Switchboard |  | 1 | 1:25 |
|  | Desk top |  | 1 | 1:25 |
|  | Key rack |  | 1 | 1:25 |
| D | SMALL FRONT OFFICE EQUIPMENT | | | |
|  | Wall clock |  | 2 | 1:13 |
|  | Guest folios |  | 2 | 1:13 |
|  | Reservation forms |  | 25 | 1:1 |
|  | Message slips |  | 25 | 1:1 |
|  | Lost and found register |  | 1 | 1:25 |
|  | Cash box |  | 1 | 1:25 |
|  | Key tags |  | 25 | 1:1 |
|  | Pens |  | 25 | 1:1 |
|  | Notepads |  | 25 | 1:1 |
|  | Staplers |  | 5 | 1:5 |
|  | Paper punch |  | 5 | 1:5 |
|  | Clip boards |  | 1 | 1:25 |
|  | Rubber stamp |  | 1 | 1:25 |
|  | Bar code scanner |  | 1 | 1:25 |
|  | Walkie talkies |  | 5 | 1:5 |
|  | Intercom systems |  | 5 | 1:5 |
|  | Calculator |  | 2 | 1:13 |
|  | Safe deposit boxes |  | 2 | 1:13 |
|  | **FOOD AND BEVERAGE SERVICE**  **LARGE EQUIPMENT**. | | | |
|  | Fridge | Electric | 1 | 1.25 |
|  | Ice maker | Electric | 1 | 1.25 |
|  | Plate warmer | Electric | 1 | 1.25 |
|  | Baine marie | Electric | 1 | 1.25 |
|  | Microwave | Electric | 1 | 1.25 |
|  | Coffee making machine | Electric | 1 | 1.25 |
|  | Liquidiser | Electric | 2 | 1.5.12 |
|  | Side boards | Wooden | 10 | 2.5 |
|  | Restaurant tables | Different shapes, sizes ,heights, materials | 25 | 1.1 |
|  | Restaurant chairs | Different shapes, sizes, heights, materials | 100 | 1.4 |
|  |  |  |  |  |
|  | **SMALL EQUIPMENT**. | | | |
|  | Dinner plates | 10’’ 25cm diameter | 500 | 1.20 |
|  | Side plates | 15cm diameter | 500 | 1.20 |
|  | Soup plates and under liners | 20 cm diameter | 500 | 1.20 |
|  | Fish plates | 20cm diameter | 500 | 1.20 |
|  | Cereal bowls |  | 500 | 1.20 |
|  | Consommé cups and saucers | 13cm diameter | 500 | 1.20 |
|  | Fruit plates |  | 500 | 1.20 |
|  | Salad bowls |  | 500 | 1.20 |
|  | Coffee cups and saucers | 9.47 cl | 500 | 1.20 |
|  | Tea cups and saucers | 18.93cl and 6’’ | 500 | 1.20 |
|  | Sugar dish |  | 25 | 1.1 |
|  | Milk jugs |  | 25 | 1.1 |
|  | Coffee pots |  | 25 | 1.1 |
|  | Tea pots | 1,1 ½,2 pints | 25 | 1.1 |
|  | Coupes |  | 500 | 1.20 |
|  | Sundae glasses |  | 500 | 1.20 |
|  | Water glasses |  | 500 | 1.20 |
|  | Red wine glasses |  | 25 | 1.1 |
|  | White wine glasses |  | 25 | 1.1 |
|  | Tulip |  | 25 | 1.1 |
|  | Brandy balloon |  | 25 | 1.1 |
|  | Whisky glass |  | 25 | 1.1 |
|  | High ball |  | 25 | 1.1 |
|  | Tom Collin s |  | 25 | 1.1 |
|  | Beer mug |  | 25 | 1.1 |
|  | Paris goblet |  | 25 | 1.1 |
|  | Juice glass |  | 25 | 1.1 |
|  | Wine taster |  | 25 | 1.1 |
|  | Sherry copita |  | 25 | 1.1 |
|  | Shot glass |  | 25 | 1.1 |
|  | Hurricane glass |  | 25 | 1.1 |
|  | Boston shaker |  | 5 | 1.5 |
|  | Hawthorn strainer |  | 5 | 1.5 |
|  | Tot measure |  | 5 | 1.5 |
|  | Cocktail glass |  | 25 | 1.1 |
|  | Margarita glass |  | 25 | 1.1 |
|  | Martini glass |  | 25 | 1.1 |
|  | Champagne saucer |  | 25 | 1.1 |
|  | Lager glass |  | 25 | 1.1 |
|  | Cock screw |  | 5 | 1.5 |
|  | Bar spoon |  | 5 | 1.5 |
|  | Ice bucket and stand |  | 5 | 1.5 |
|  | Joint knives |  | 500 | 1.20 |
|  | Joint forks |  | 500 | 1.20 |
|  | Fish knife |  | 500 | 1.20 |
|  | Fish fork |  | 500 | 1.20 |
|  | Soup spoon |  | 500 | 1.20 |
|  | Sweet spoon |  | 500 | 1.20 |
|  | Sweet fork |  | 500 | 1.20 |
|  | Side knife |  | 500 | 1.20 |
|  | Tea spoon |  | 500 | 1.20 |
|  | Coffee spoon |  | 500 | 1.20 |
|  | Service spoon |  | 500 | 1.20 |
|  | Service fork |  | 500 | 1.20 |
|  | Fruit knife |  | 500 | 1.20 |
|  | Fruit fork |  | 500 | 1.20 |
|  | Chopping board |  | 25 | 1.1 |
|  | Flower vases |  | 25 | 1.1 |
|  | Table numbers |  | 25 | 1.1 |
|  | Cruet set |  | 25 | 1.1 |
|  | Pepper mill |  | 25 | 1.1 |
|  | Butter dish |  | 25 | 1.1 |
|  | Menu holder |  | 25 | 1.1 |
|  | Serviette holders |  | 25 | 1.1 |
|  | Egg cups |  | 25 | 1.1 |
|  | platters |  | 25 | 1.1 |
|  | Water jugs |  | 25 | 1.1 |
|  | Chaffing dishes | Different shapes, sizes and designs. | 25 | 1.1 |
|  | **NON CONSUMABLES** | | | |
|  | Serviettes | 1 packet of 100 | 25 | 1.1 |
|  | Tooth picks | 1 packet of 20 | 25 | 1.1 |
|  | Doilies | 1 dozen | 25 | 1.1 |
|  | Table cloth | 54’’by 54’’ | 20 |  |
|  | Table napkins | 20’’ by 20’’ | 500 |  |
|  | Skirting cloths | assorted sizes and colours | 20 | 1.1 |
|  | Slip cloths | 1m by 1m | 100 | 1.1 |
|  | Tray cloths | As per the try sizes | 25 | 1.1 |
|  | Waiters cloth | Assorted sizes | 25 | 1.1 |
|  | Glass cloth | Assorted sizes |  |  |
|  | Side board liners | Assorted sizes |  |  |
|  | Molton | Different sizes |  |  |
|  | Service trolleys. | Different sizes designs and shapes | 1 | 1.1 |