

**REPUBLIC OF KENYA**

**COMPETENCY- BASED MODULAR CURRICULUM**

**FOR**

**FOOD AND BEVERAGE MANAGEMENT**

**KNQF LEVEL 6**

**ISCED PROGRAMME CODE: 1013554A**

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**FOREWORD**

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

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

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

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

**PRINCIPAL SECRETARY**

**STATE DEPARTMENT FOR TVET**

**MINISTRY OF EDUCATION**

**PREFACE**

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

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

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

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

**ACKNOWLEDGMENT**

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

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

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

TABLE OF CONTENT

[**FOREWORD** iv](#_Toc196923463)

[**ACKNOWLEDGMENT** vii](#_Toc196923464)

[**COURSE OVERVIEW** 1](#_Toc196923465)

[**MODULE ONE** 5](#_Toc196923466)

[**MODULE TWO** 41](#_Toc196923467)

[**MODULE THREE** 61](#_Toc196923468)

[**MODULE FOUR** 108](#_Toc196923469)

[**MODULE FIVE** 145](#_Toc196923470)

[**MODULE SIX** 162](#_Toc196923471)

**ACRONYMS AND ABBREVIATIONS.**

**CBS** Learning Based Skilling

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

**HIV**  Human Immunodeficiency Virus

**OSH** Occupational Health and Safety

**PPE**  Personal Protective Equipment

**TVETA** Technical Vocational Education and Training Authority

**TVET** Technical Vocational Education and Training

**KEY TO UNIT CODE**



**1 0 1 3 5 5 4 A**

**COURSE OVERVIEW**

The Food and Beverage manager Level 6 consist of competencies that an individual must have to prepare food. It involves prepare starters and starters accompaniments, prepare main meals, prepare desserts, prepare pastries, specialty dishes, apply digital literacy, apply principles of food science and nutrition, serve food and beverage, apply food and beverage service techniques, Prepare mocktails and cocktails, apply communication skills, apply work ethics and practices, food and beverage costing and control, bar keeping operations, banquets and events entrepreneurial skills, marketing skills, hospitality research and food and beverage management

**SUMMARY OF UNITS OF LEARNING**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **UNITS** | | | | |
| **MODULE** | **UNIT CATEGORY** | **UNIT CODE** | **UNIT NAME** | **DURATION**  **(Hours)** | **CREDIT FACTOR** |
| **ONE** | CORE | 1013 551 01A | Starters and starter accompaniments | 80 | 8 |
| CORE | 1013 551 02A | Main meals | 120 | 12 |
| CORE | 1013 551 03A | Desserts | 100 | 10 |
| **Sub Total** | | | **300** | **30** |
| **TWO** | CORE | 1013 551 04A | Pastries | 120 | 12 |
| CORE | 1013 551 05A | Specialty dishes | 200 | 20 |
| **Sub Total** | | | **320** | **32** |
| **THREE** | BASIC | 0611 551 06A | Digital literacy | 40 | 4 |
| COMMON | 0915 551 07A | Principles of Nutrition | 80 | 8 |
| CORE | 1013 551 08A | [Food and Beverage Service](#_Toc183938273) | 100 | 10 |
| CORE | 1013 551 09 A | Food and Beverage Service Techniques | 120 | 20 |
| CORE | 1013 551 10A | Mocktails and Cocktails | 80 | 8 |
| **Sub Total** | | | **440** | **36** |
| **FOUR** | BASIC | 0031 551 11A | Communication skills | 40 | 4 |
| BASIC | 0417 551 12A | Work ethics and practices | 40 | 4 |
| COMMON | 0413 551 13A | Food and beverage costing and control | 100 | 10 |
| CORE | 1013 551 14 A | Bar Keeping Operations | 110 | 11 |
| CORE | 1013 551 15 A | Banquets and Events | 150 | 15 |
|  | **Sub Total** | | | **440** | **44** |
| **FIVE** | COMMON | 0915 551 16A | Diet therapy | 70 | 7 |
| COMMON | 0413 551 17A | Accounting operations | 80 | 8 |
| CORE | 1013 551 18A | Banquets and events management | 200 | 20 |
|  | **Sub Total** | | | **350** | **35** |
| **SIX** | BASIC | 0413 551 19A | Entrepreneurial skills | 40 | 4 |
| COMMON | 0414 551 20A | Marketing skills | 80 | 8 |
| COMMON | 0541 551 21A | Hospitality research | 80 | 8 |
| CORE | 1013 551 22A | Food and beverage management | 250 | 25 |
|  | **Sub Total** | | | **450** | **45** |
|  | **Industrial attachment** | | | **480** | **48** |
| **Grand total** | | | | **2770** | **277** |

The core units of competency are independent of each other and may be taken independently.

The total duration of the course is 2290 hours inclusive of industrial attachment.

**Entry Requirements**

The core units of competency are independent of each other and may be taken independently.

The total duration of the course is 1970 hours inclusive of industrial attachment.

**Entry Requirements**

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

1. Kenya Certificate of Primary Education.
2. Equivalent qualifications as determined by TVETA

**Trainer Qualifications**

a) A trainer for this course must have a higher qualification than the level of this course

b) Be licensed 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 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 that pursuing part qualification. In the case of dual training model, industrial training shall be as guided by the dual training policy.

**Assessment for levels 6**

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 weight shall be 30:70 for level 5; and 40:60 level 6 for each unit of learning.
5. 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.

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 Certificate** in food and beverage operations 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 Qualification Awarding Institution

**MODULE ONE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **UNIT CATEGORY** | **UNIT CODE** | **UNIT NAME** | **DURATION**  **(Hours)** | **CREDIT FACTOR** |
| CORE | 1013 551 01A | Starters and starter accompaniments | 100 | 10 |
| CORE | 1013 551 02A | Main meals | 150 | 15 |
| CORE | 1013 551 03A | Desserts | 120 | 12 |
| **Sub Total** | | | **370** | **37** |

**STARTERS AND STARTER ACCOMPANIMENTS**

**UNIT CODE: 1013 551 01 A**

**UNIT DURATION: 100 HOURS**

**Relationship to Occupational Standards**

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

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to prepare starters and starter accompaniments. It involves Prepare cold starters, Prepare hot starters and Prepare starter accompaniments.

**Summary of learning outcomes**

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

**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         1. Types of kitchen main   services   * Energy * Water * Drainage   + - 1. Care and maintenance of service systems       2. 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. Types of preparation, production, presentation and storage tools and equipment * Chopping boards * Kitchen Knives * Glass bowls * Salad spinner * Mixing bowls * Wire whisk * Lemon squeezer * Refrigerator * Salamander * Cooking pots * Blenders * Wooden spoons * Ladle * Conical strainer * Waste bins * Squeegee * Peelers and graters   1.4.3 Care and maintenance of food production tools and equipment   * 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        1. Definition        2. 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         1. 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     1. Production of cold starters * Emulsification * Chilling * Mixing   1. Presentation of cold starters      1. Portioning      2. Plating techniques      3. Presentation equipment selection      4. Garnishing   2. Cleaning Procedures for tools,   equipment and materials   * 1. Cleaning procedures for work   surfaces and floors   * 1. 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 * Sautéing * Roasting * Grilling * Baking * Simmering * Skimming   1. Presentation of hot starters * Portioning * Plating techniques * Presentation equipment * Garnishing   1. Cleaning Procedures for tools,   equipment and materials   * 1. Cleaning procedures for work   surfaces and floors   * 1. Waste disposal * Types of waste * Methods of waste disposal | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 1. Prepare starters and 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 * Portioning * Plating techniques * Presentation equipment selection * Garnishing   1. 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 |
|  | Lap tops | Functional with online instructional content. |  |  |
|  | internet | Stable and reliable with bandwidth of 20Mbps |  |  |
| **C** | **LARGE KITCHEN EQUIPMENT** | | | |
|  | 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 EQUIPMENT** | | | |
|  | 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 |
|  | 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 |
| **F** | **SAFETY EQUIPMENT** | | | |
|  | Fire extinguishers | Assorted types | 5 | 1:5 |
|  | Fire blankets | Standard size | 2 | 1:12.5 |
|  | First aid kit | Complete set | 1 | 1:25 |
| **G** | **WASTE DISPOSAL EQUIPMENT.** | | | |
|  | Dust bins | Large with lids | 5 | 1.5 |
|  | Dust bin liners | 50 pcs per packet. | 1 | 1.25 |

**Assorted Ingredients**

**PPEs**

**MAIN MEAL**

**UNIT CODE: 1013 551 02A**

**UNIT DURATION: 150 Hours**

**Relationship to Occupational Standards**

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

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to to prepare main meal It involves preparation of protein dishes, starches, vegetables and breakfast items.

**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 | 50 |
| 2. | Prepare starch dishes | 40 |
| 3. | Prepare vegetable dishes | 30 |
| 4. | Prepare breakfast items | 30 |
| **Total** | | **150** |

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 service         + 1. Types of kitchen main services * Energy * Water * Drainage   + - * 1. Care and maintenance of service systems         2. 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 * Salads wash * Paper towel * Sponges   + 1. Kitchen tools and equipment        1. Classification of kitchen tools and equipment * Large equipment * Mechanical equipment * Small tools   + - 1. Types of preparation, production, presentation and storage tools and equipment * Chopping boards * Kitchen Knives * Glass bowls * Salad spinner * Mixing bowls * Wire whisk * Lemon squeezer * Refrigerator * Salamander * Cooking pots * Blenders * Wooden spoons * Ladle * Conical strainer * Waste bins * Squeegee * Peelers and graters   1. Care and maintenance of main dishes equipment   Herbs, spices and condiments   * Definition * Uses   1. Protein dishes recipes   2. Freshness and quality control (HACCP)   3. Preparation of protein dishes   4. 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 * Marinating * Curing   1. Recipes * Types of recipes * Recipe interpretation * Recipe conversion   1. Hygiene practices * Personal hygiene * Food hygiene * Cross contamination prevention * Proper food handling * Temperature control * Food storage * Pest control   1. Protein dishes      1. Types of protein dishes * Chicken dishes * Beef dishes * Mutton /lamb dishes * Pork dishes * Pulses dishes * Game dishes * Fish dishes * Eggs dishes   + 1. Production of protein dishes * Boiling * Stewing * Steaming * Grilling/ griddling * Poaching * Sautéing * Roasting * Braising * Baking * Frying * Sous vide * Broiling   + 1. Quality assessment of a finished protein dish * Colour * Texture * Temperature * Flavour * Appearance * Taste * Aroma * Freshness   1. Sauces * Definition * Consistency of sauces * General considerations in sauce making * The role of a sauce in cookery * Classification of sauces * Preparation of sauces * Production of sauces * Thickening of sauces * Finishing of sauces * Storage of sauces   1. Presentation of protein dishes * Plating techniques * Creative ideas * Texture contrast * Presentation plates * 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 * Writtenassessments * 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 * Cross contamination prevention * Proper food handling * Temperature control * Food storage * Pest control   1. Starch dishes      1. Classification of starches * Cereals * Farinaceous * Tubers * Roots   + 1. Starch dishes * Rice dishes * Corn dishes * Pasta dishes * Plantains * Wheat dishes * Potatoes dishes * Cassava dishes * Millet dishes * Oat dishes * Yams dishes   1. Production of starch dishes      1. Production methods and procedures of starch dishes * Boiling * Steaming * Roasting * Frying * Sautéing * Simmering * Stewing * Baking   + 1. Quality assessment of a finished starch dish * Colour * Texture * Temperature * Flavour * Appearance * Taste * Aroma * Freshness   1. Presentation of starch dishes * Plating techniques * Presentation equipment selection * Garnishing   1. Cleaning of tools, equipment 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 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 * Cross contamination prevention * Proper food handling * Temperature control * Food storage   1. 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 * Stir-frying * Sautéing * 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 * Plating techniques * Preparation equipment selection * Garnishing   1. Cleaning of tools, equipment 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 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 * Cross contamination prevention * Proper food handling * Temperature control * Food storage   1. Production of breakfast items      1. Breakfast items         1. 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 * sautéing * 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 * Presentation equipment 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

Trainer led instructions.

**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 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. | 1 | 1:25 |
|  | laptop | Functional with online instructional content. |  |  |
|  | internet | Stable and reliable with bandwidth of 20mbps |  |  |
| C | LARGE KITCHEN EQUIPMENT | | | |
|  | Working table | Stainless steel size 2 by 6 feet | 13 | 1:2 |
|  | Sink | Double sink stainless steel | 5 | 1:5 |
|  | Cooking range | Cooking range | 13 | 1:2 |
|  | Refrigerators | 200 to 400 liters capacity with in - built re-freeze. | 2 | 1:13 |
|  | Ovens | Double decker industrial | 2 | 1:13 |
|  | Bain Marie | Industrial | 1 | 1:25 |
|  | Blender | 30-liter capacity Commercial with grinding attachments | 2 | 1:13 |
|  | Weighing scale | Assorted sizes | 5 | 1:5 |
|  | Potato chipper | Commercial | 1 | 1:25 |
|  | Potato peeler | Electrical 15kg 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 | 5 | 1:5 |
|  | Pastry brushes | Assorted sizes | 5 | 1:5 |
|  | Graters | Multi – use | 13 | 1:2 |
|  | Cooking sticks | Assorted sizes | 25 | 1:1 |
|  | Cooking spoons | Assorted sizes | 25 | 1:1 |
|  | Whisks | Balloon | 5 | 1:5 |
|  | 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 | 10 | 1:3 |
|  | Colanders | Stainless steel assorted sizes | 10 | 1:3 |
|  | 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 |
|  | 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 |
|  | Chaffing dishes | Triple insert | 5 | 1:5 |
|  | Frying pans | Shallow assorted sizes | 10 | 1:3 |
|  | Fish slicers | Stainless steel non stick | 10 | 1:3 |
|  | Woks | Assorted sizes | 10 | 1:3 |
|  | Roasting trays | Assorted sizes | 15 | 1:2 |
|  | Kitchen forks | Stainless steel | 15 | 1:2 |
|  | Dredgers | Stainless steel | 5 | 1:5 |
|  | Pestle and motor | Assorted materials / sizes | 5 | 1:5 |
|  | Skewers | Metallic | 5 | 1:5 |
|  | Bottle openers | Assorted materials | 5 | 1:5 |
|  | Toaster | Stainless steel assorted sizes | 2 | 1:13 |
|  | Waffle maker | Stainless steel | 1 | 1:25 |
|  | Muffin tins | Non stick | 5 | 1:5 |
|  | Casserole dishes | Glass/ceramic | 5 | 1:5 |
|  | Perforated spoons | 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 |
|  | 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 |
| F | WASTE DISPOSAL EQUIPMENT. | |  |  |
|  | Dustbins | Large with lids | 6 | 1.6 |
|  | Dustbin liner | 50pcs per packet | 1 | 1:25 |
| G | SAFETY EQUIPMENT | | | |
|  | Fire extinguishers | Assorted types (co2,water,foam) | 5 | 1:5 |
|  | Fire blankets | Standard size | 2 | 1:13 |
|  | First aid kit | Complete set | 1 | 1:25 |

**DESSERTS**

**UNIT CODE: 1013 551 03A**

**UNIT DURATION: 120 Hours**

**Relationship to Occupational Standards**

This unit addresses the Unit of Learning: **prepare desserts**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to prepare desserts. It involves Prepare cold desserts, Prepare hot desserts, Prepare accompanying sauces.

**Summary of learning outcomes**

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare cold desserts | **50** |
| 2. | Prepare hot desserts | **50** |
| 3. | Prepare accompanying sauces | **20** |

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

|  |  |  |
| --- | --- | --- |
| Learning outcomes | Content. | Suggested Assessment Methods |
| 1. Prepare cold desserts | * 1. Kitchen organization      1. Kitchen layout      2. Kitchen sections      3. Kitchen main services         1. Types of kitchen main service * Energy * Water * Drainage   + - 1. Care and maintenance of service systems       2. 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 and equipment and materials      1. Cleaning tools and equipment * Mops * Mop bucket * Hard brush * Soft brush * Dust pan and dust pan brush * Cobweb remover * Squeegee * Waste bins   + 1. Cleaning materials * Yellow duster * Scouring pads * Kitchen clothes * 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. Types of preparation, production, presentation and storage tools and equipment * Chopping boards * Kitchen Knives * Glass bowls * Salad spinner * Mixing bowls * Wire whisk * Lemon squeezer * Refrigerator * Salamander * Cooking pots * Blenders * Wooden spoons * Ladle * Conical strainer * Waste bins * Mop and mop bucket * Scrubbing brush * Dust pan and dust pan brush * Kitchen cloths * Squeegee * Peelers and graters   1. Ingredients      1. Ingredients for cold desserts * Fruits * Nuts * Whipping cream * Cooking chocolate * Milk * Eggs * Sugar * Gelatine * Custard powder * Jelly crystals * Flavourings * Spices * Cocoa powder   + 1. Recipes * Types of recipes * Recipe interpretation * Recipe conversion   1. Freshness and quality points for ingredients used (HACCP)   2. Preparation methods of cold desserts * Softening * Whipping * Dicing * Grating * Dissolving * Peeling * Slicing * Pureeing * Melting * Whisking * Grinding   1. Hygiene practices      1. Personal hygiene      2. Food hygiene * Cross contamination prevention * Proper food handling * Temperature control * Food storage * Pest control   1. Production of cold desserts      1. Types of cold desserts         1. Frozen * Ice creams * Sorbets * Sherbet * Ice pops   + - 1. Chilled deserts * Pudding and custards * Cheese cakes * Fruit salads * Fruit compote * Fools * Bavarois * Tarts * Mousse * Tiramisu * Cheese cake * Fruit salads * Jellied desserts * Folding   + 1. Production methods and procedures of cold desserts * Chilling * Freezing * Setting * Layering * Mixing * Molding   + 1. Quality assessment of finished cold desserts * Appearance * Texture * Flavor * Temperature * Moisture and freshness * Aroma * Consistency and stability   1. Presentation of cold desserts * Portioning * Plating techniques * Presentation equipment selection * Topping * Decorating   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 hot desserts | * 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 tools and equipment * Mops * Mop bucket * Hard brush * Soft brush * Dust pan and dust pan brush * Cobweb remover * Squeegee * Waste bins   + 1. Cleaning materials * Yellow duster * Scouring pads * Kitchen clothes * Sanitizer * Detergents * Salads wash * Paper towel * Sponges   1. Kitchen tools and equipment   2. Ingredients for hot desserts * Milk * Cream * Butter * Eggs * Sugar * Wheat flour * Margarine * Fruits * Flavorings * Spices * Chocolate * Cocoa * Nuts * Seeds * Leavening agents   1. Freshness and quality points for ingredients used (HACCP)   2. Preparing hot desserts * Chopping * Dicing * Whisking * Creaming * Sifting * Caramelizing * Melting * Zesting * Juicing * Pureeing * Rubbing in * Folding * Grinding * Infusion kneading * Rolling and shaping * Crumbling * Coating   1. Hygiene practices      1. Personal hygiene      2. Food hygiene * Cross contamination prevention * Proper food handling * Temperature control * Food storage * Pest control   1. Production of hot desserts      1. Types of hot desserts * Fruit based desserts * Custard and cream based * Pastry based * Compotes and poached fruits * Flambe desserts * Fried desserts * Souffles * Meringue based * Puddings   + 1. Production methods for hot desserts * Frying * Baking * Steaming * Boiling * Flambéing * Poaching   + 1. Quality assessment of a finished hot desserts * Appearance * Texture * Flavour * Temperature * Moisture and freshness * Aroma * Consistency and stability. * Creativity and originality   1. Presenting hot desserts * Portioning * Plating techniques * Presentation equipment selection * Topping * Decorating   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 accompanying sauces | * 1. Types and uses of PPEs * Safety boots * Kitchen 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 tools and equipment * Mops * Mop bucket * Hard brush * Soft brush * Dust pan and dust pan brush * Cobweb remover * Squeegee * Waste bins * Cleaning materials * Yellow duster * Scouring pads * Kitchen clothes * Sanitizer * Detergents * Salads wash * Paper towel * Sponges   1. Preparing sweet sauces * Chopping * Dicing * Whisking * Sifting * Caramelizing * Melting * Zesting * Juicing * Pureeing * Folding * Grinding * Infusion * Blending   1. Hygiene practices      1. Personal hygiene      2. Food hygiene * Cross contamination prevention * Proper food handling * Temperature control * Food storage   1. Production of sweet sauces      1. Types of sweet sauces * Caramel sauce * Chocolate sauce * Butter scotch sauce * Crème anglaise * Fruit sauces * Fruit coulis * Fruit compote * Fruit curd * Hot fudge * Chocolate sauce   + 1. Production methods for sweet sauces * Thickening * Reduction * Straining * Enriching * Binding * Emulsifying * Deglazing * Caramelizing   + 1. Quality assessment of sweet sauces. * Appearance * Texture * Flavor * Temperature * Moisture and freshness * Aroma * Consistency and stability   1. Presenting sweet sauces * Portioning * Plating techniques * Presentation equipment selection   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**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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 | LEARNINGFACILITIES & INFRASTRUCTURE | | | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees, approximately 60 sqm | | 1 | 1:25 | |
|  | Workshop | A Fully Equipped Operational Kitchen. | | 1 | 1:25 | |
|  | laptop | laptop Functional with online instructional content. | |  |  | |
|  | internet | Stable and reliable with bandwidth of 20mbps | |  |  | |
| C | LARGE KITCHEN EQUIPMENT | | | | | |
|  | 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 EQUIPMENT | | | | | |
|  | 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 | |
|  | 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 | |
| F | SAFETY EQUIPMENT. | | | | | |
|  | Fire extinguishers | Assorted types(co2,water,foam) | | 5 | 1:5 | |
|  | Fire blankets | Standard size | | 2 | 1:13 | |
|  | First aid kit | Complete set | | 1 | 1:25 | |
| F | WASTE DISPOSAL EQUIPMENT. | | | |  |  |
|  | Dustbins | | Large with lids | | 6 | 1.6 |
|  | Dustbin liner | | 50pcs per packet | | 1 | 1:25 |

**MODULE TWO**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **UNIT CATEGORY** | **UNIT CODE** | **UNIT NAME** | **DURATION**  **(Hours)** | **CREDIT FACTOR** |
| CORE | 1013 551 04A | Pastries | 120 | 12 |
| CORE | 1013 551 05A | Specialty dishes | 200 | 20 |
| **Sub Total** | | | **320** | **32** |

**PASTRIES**

**UNIT CODE: 1013 551 04A**

**UNIT DURATION: 120 Hours**

**Relationship to Occupational Standards**

This unit addresses the unit of competency**: prepare pastries**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to prepare pastries. It involves Prepare short pastry, Prepare sugar pastry, Prepare puff pastry, Prepare choux pastry.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare short pastry | 30 |
| 2. | Prepare sugar pastry | 30 |
| 3. | Prepare puff pastry | 40 |
| 4. | Prepare choux pastry | 20 |
| **Total** | | **120** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Prepare short pastry | * 1. Definition of terms * Pastry * Short pastry   1. PPEs and their uses * Kitchen boots * Kitchen cloth * Apron * Chef ‘s jacket * Chef ‘s hat * Chef ‘s trousers/Skirts * Neck tie * Oven gloves   1. Rules and best practices when making pastries * Measuring accurately * Keeping ingredients cold * Using the right flour * Handling dough gently * Chilling dough * Ventilation for pastries * Using quality ingredients   1. Hygiene practices      1. Personal hygiene      2. Environmental hygiene * Cleaning procedures for work surfaces and equipment * Cleaning materials for work surfaces and equipment   + 1. Food hygiene * HACCP * Definition * Identification of critical control points   1. Classification of equipment for making pastries * Large * Mechanical * Small   1. Ingredients for pastry making   2. Techniques for preparing pastry * Adding fat to flour * Blending /mixing   1. Techniques used in handling pastry * Folding * Kneading * Relaxing * Shaping * Docking * modified straight dough ing * Cutting * Glazing   1. Cooking methods for pastry products * Baking * Steaming * Frying   1. Identification of ingredients for short pastry * Flour * Shortening /margarine /butter * Eggs * Essence/ flavorings   1. Short pastry making process * Mixing the dry ingredients * Cutting in the fat * Kneading * Chilling the dough * modified straight doughing and shaping   1. Short pastry products * Fruit pie * Treacle tart * Cheese and ham savoury flan * Cornish pasties * Turnovers   1. Qualities of well-made short pastry * Texture * Colour * Flavor   1. Faults in short pastry   2. Methods of finishing pastry products * Dusting * Piping * Filling   1. Packaging and storage * Packaging materials * Labelling * Storage guide | * Practical * Interview * Third Party Reports * Written Tests * Project |
| 1. Prepare sugar pastry | * 1. Hygiene practices      1. Personal hygiene      2. Environmental hygiene         1. Cleaning procedures for work surfaces and equipment         2. Cleaning materials for work surfaces and equipment         3. Waste disposal * Types of waste * Methods of waste disposal   + 1. Food hygiene        1. HACCP * Definition * Identification of critical control points   1. Sugar pastry making process * Mixing of dry ingredients * Cutting in the fat * Kneading * Chilling the dough * Modified straight dough ing and shaping   1. Flan cases * Preparation of flan cases * Blind baking   1. Sugar pastry products * Biscuits * Cookies * Pear and almond tart * Banana flan * Apple flan * Lemon tart * Lemon meringue pie * Bakewell tart   1. Packaging and storage * Packaging materials * Labelling * Storage guide | * Practical * Interview * Third Party Reports * Written Tests * Project |
| 1. Prepare puff pastry | * 1. Hygiene practices      1. Personal hygiene      2. Environmental hygiene         1. Cleaning procedures for work surfaces and equipment         2. Cleaning materials for work surfaces and equipment         3. Waste disposal * Types of waste * Methods of waste disposal   + 1. Food hygiene        1. HACCP * Definition * Identification of critical control points   1. Identification of ingredients for puff pastry * Flour * Shortening/ Margarine/ Butter (salted and unsalted) * Lemon juice * Ice cold water   1. Methods of preparing puff pastry * French method   1. Puff pastry products * Jam turnovers * Puff pastry slices * Sausage modified straight dough s * Meat pies   1. Qualities of well-made puff pastry products * Texture * Colour * Flavor   1. Faults in puff pastry products   2. Packaging and storage   3. Packaging materials * Labelling * Storage guide | * Practical * Interview * Third Party Reports * Written Tests * Project |
| 1. Prepare choux pastry | * 1. Definition of terms * Choux pastry   1. Hygiene practices      1. Personal hygiene      2. Environmental hygiene         1. Cleaning procedures for work surfaces and equipment         2. Cleaning materials for work surfaces and equipment         3. Waste disposal * Types of waste * Methods of waste disposal   + 1. Food hygiene        1. HACCP * Definition * Identification of critical control points   1. Ingredients      1. Ingredients for making choux pastry * Water * Butter / margarine * Sugar * Salt * Flour * Eggs   + 1. Assembling and weighing of ingredients   1. Choux pastry making process * Boiling water * Stirring * Cooling   1. Production of choux pastry products * Baking * Deep frying   1. Packaging and storage * Packaging materials * Labelling * Storage guide | * Practical * Interview * Third Party Reports * Written Tests * Project |

**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) Practical cookery for level 4 Advanced technical diploma in professional cookery.  2) Theory of catering 7TH Edition by Kinton Ceserani and Fosket | 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 minimum capacity 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 | 7 | 1:4 |
|  | Sink | Double sink stainless steel | 4 | 1:6 |
|  | Burner | Gas range | 7 | 1:4 |
|  | Refrigerators | 200 to 400 litres capacity with in - built refreeze | 1 | 1:25 |
|  | Displays table | Stainless steel | 1 | 1:25 |
|  | Ovens | Electric/ charcoal/ gas | 1 | 1:25 |
|  | Blender | With grinding attachments | 1 | 1:25 |
|  | Freezer | Deep freezer double door | 1 | 1:25 |
|  | Weighing scale | Digital and manual assorted sizes | 5 | 1:5 |
| D | SMALL KITCHEN EQUIPMENTS | | | |
|  | Sauce pans | Assorted sizes with lids | 13 | 1:2 |
|  | Peelers |  | 5 | 1:5 |
|  | Squeezers | lemon squeezers | 5 | 1:5 |
|  | Pastry brushes |  | 5 | 1:5 |
|  | Graters | Multi – use | 5 | 1:5 |
|  | Cooking spoons | Assorted sizes | 14 | 1:2 |
|  | Whisks | Balloon | 14 | 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 sizes | 14 | 1:1 |
|  | Measuring spoons |  | 5 | 1:5 |
|  | Glass bowls | Assorted sizes | 25 | 1:1 |
|  | Chopping boards | Assorted according to colour codes | 10 | 1:3 |
|  | Chef’s knives | Stainless steel assorted types | 25 | 1:1 |
|  | Spatulas | Rubber assorted sizes | 5 | 1:5 |
|  | Baking trays | Non- stick assorted sizes | 10 | 1:3 |
|  | Tongs |  | 5 | 1:5 |
|  | modified straight dough ing pins |  | 5 | 1:5 |
|  | Serrated knife | Stainless steel | 5 | 1:5 |
|  | Pallete knife | Stainless steel | 5 | 1:5 |
|  | Piping bag nozzles | Assorted | 5 | 1:5 |
|  | Pastry cutters |  | 5 | 1:5 |
|  | Piping bag |  | 5 | 1:5 |
|  | Sieves | Metallic assorted sizes | 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 |
|  | Aluminium 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 | 1:2.5 |
|  | Steel wool | Assorted sizes | 10 | 1:2.5 |
|  | Window cleaners | 1 litre bottles | 5 | 1:5 |
|  | Yellow dusters | Non fluffy | 25 | 1:1 |
| E | CLEANING EQUIPMENT | | | |
|  | Cob web brushes | With handles | 2 | 1:12.5 |
|  | Soft brushes | With handle | 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 | With 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 (CO2, foam, water) | 3 | 1:8 |
|  | Fire blankets | Standard size | 2 | 1:12.5 |
|  | First aid kit | Complete set | 1 | 1:25 |

Variety of Ingredients

PPEs

**SPECIALITY DISHES**

**UNIT CODE: 1013 551 05A**

**UNIT DURATION: 200 Hours**

**UNIT DESCRIPTION:**

**Relationship to Occupational Standards**

This unit addresses the Unit of Learning: **Prepare speciality dishes**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to prepare specialty dishes. It involves Prepare local dishes,

Prepare vegetarian dishes, Prepare international dishes and Prepare sea foods .

**Summary of learning outcomes**

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare local dishes | 50 |
| 2. | Prepare vegetarian dishes | 50 |
| 3. | Prepare international dishes | 50 |
| 4. | Prepare sea foods | 50 |
| **Total** | | **200** |

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

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **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 * PPEs * Safety boots * Side cloth * Apron * Chef ‘s jacket * Chef ‘s hat * Chef ‘s trousers/Skirts * Neck tie * Kitchen gloves * Mask * Oven gloves   1.2.2 OSH practices (OSHA)   * 1. Hygiene practices      1. Personal hygiene      2. Environmental hygiene         1. Cleaning tools and materials * Detergent * Mops * Mop buckets * Dust pan * Broom * Sanitizers   + 1. Food hygiene * Food Safety Act * HACCP   1. Kitchen tools and equipment      1. 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   + 1. Types of recipes     2. Standard recipe     3. Modified recipe     4. Importance     5. Writing recipes     6. Costing and pricing recipes   1. Previous preparation tasks * Collecting and assembling equipment and materials * Collecting, assembling and weighing ingredients for local dishes   1. 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 * Plating (uteo, clay platters and pots, guards, calabash, bamboo baskets, wooden trays, banana/palm leaves)   1. Storage of local dishes   2. Post production tasks   3. Waste disposal * Types of waste * Methods of waste disposal | * 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 * 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 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   2. Preparation methods of sea foods   3. Production methods and procedures of sea foods   4. Quality assessment of finished sea foods   5. Presentation of sea foods   6. Storage of sea foods   7. Post production tasks * 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 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 | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |

**Suggested Methods of Instruction**

* Practical
* Demonstration
* Group discussion
* Trainer led 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 EQUIPMENT | | | | |
|  | 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 EQUIPMENT | | | | |
|  | 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 1/2-inches muffin tins  8×1 1/2-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 | 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 | |
| G. | CLEANING EQUIPMENT | | | | |
|  | Cob web brush | With handles | 2 | 1:13 | |
|  | Soft brushes | Soft with handle and without | 2 | 1:13 | |
|  | Dustpans and brush | A set | 2 | 1:13 | |
|  | Mops | Both dry and wet | 5 | 1:5 | |
|  | Mop buckets | Assorted materials / sizes | 5 | 1:5 | |
|  | Hard brushes | Hard with handle and without | 5 | 1:5 | |
|  | Squeezers | With handles | 2 | 1:13 | |
| H. | SAFETY EQUIPMENT. | | | | |
|  | Fire extinguishers | Assorted types(co2,water,foam) | 5 | 1:5 | |
|  | Fire blankets | Standard size | 2 | 1:13 | |
|  | First aid kit | Complete set | 1 | 1:25 | |
| I. |  | | | | |
|  | Dustbins | Large with lids | 6 | | 1.6 |
|  | Dustbin liner | 50pcs per packet | 1 | | 1:25 |

**MODULE THREE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **UNIT CATEGORY** | **UNIT CODE** | **UNIT NAME** | **DURATION**  **(Hours)** | **CREDIT FACTOR** |
| BASIC | 0611 551 06A | Digital literacy | 40 | 4 |
| COMMON | 0915 551 07A | Principles of Nutrition | 80 | 8 |
| CORE | 1013 551 08A | [Food and Beverage Service](#_Toc183938273) | 100 | 10 |
| CORE | 1013 551 09 A | Food and Beverage Service Techniques | 120 | 12 |
| CORE | 1013 551 10A | Mocktails and Cocktails | 80 | 8 |
| **Sub Total** | | | **440** | **44** |

**DIGITAL LITERACY**

**ISCED UNIT CODE: 0611 551 06A**

**Relationship with occupational standards**

This unit addresses the Unit of Learning: **Apply Digital Literacy**

**DURATION OF UNIT: 40 HOURS**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply Digital Literacy. It involves operating computer devices, solving tasks using the Office suite, managing data and information, performing online communication and collaboration and applying cybersecurity

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Operate Computer Devices | 10 |
| 2. | Solve Tasks Using Office Suite | 5 |
| 3. | Manage Data and Information | 5 |
| 4. | Perform Online Communication and Collaborations | 10 |
| 5. | Apply Cybersecurity Skills | 5 |
| 6. | Perform Online Jobs | 5 |
| **Total** | | **40** |

**Summary of Learning Outcomes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of learning code** | **Unit of learning title** | **Elements** | **Duration in hours** |
| 0611 551 06A | Digital literacy | Operate Computer Devices | 10 |
| Solve Tasks Using Office Suite | 10 |
| Manage Data and Information | 10 |
| Perform Online Communication and Collaborations | 20 |
| Apply Cybersecurity Skills | 10 |
| Perform Online Jobs | 20 |
|  | TOTAL |  | 80 |

**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   * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral 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   8. 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   6. The Data Protection Act No. 24 Of 2019 | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| Perform Online Jobs | * 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   6. The Data Protection Act No. 24 Of 2019 | * Observation * Portfolio of Evidence * Project * Written assessment * Practical assessment * Oral assessment |
| 1. Apply job entry techniques | * 1. Introduction to online working   2. Types of online Jobs   3. Online job platforms      1. Remo task      2. Data annotation tech      3. Cloud worker      4. Upwork      5. One forma      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 |

**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 |
|  | Lap top | Functional with online instructional content. |  |  |
|  | Internet | Stable and reliable with bandwidth of 20Mbps |  |  |
|  | 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 07A**

**UNIT DURATION: 80 Hours**

**Relationship to Occupational Standards**

This unit addresses the unit of learning: **apply principles of human nutrition**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply principles of human nutrition It involves Apply knowledge of food composition, Apply knowledge of nutritional deficiency and disorders, Apply knowledge of organic chemistry in food production and Apply knowledge of food micro-biology.

**Summary of learning outcomes**

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Apply knowledge of food composition | 20 |
| 2. | Apply knowledge of nutritional deficiency and disorders | 20 |
| 3. | Apply knowledge of organic chemistry in food production | 20 |
| 4. | Apply knowledge of food micro-biology | 20 |
| **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 * Fibres * Water   1. Interpretation of food composition tables.   1.3.1 Macronutrients  Energy(kcl/kj) Total energy provided by food   * Carbohydrate * Proteins * Fats   1.3.2 Micronutrients   * Vitamins * Minerals   1.3.3 Other components   * Water content * fibre * Ash * Phytochemicals   1.3.4 Serving information (nutritional content per 100gms or standard serving size)  1.3.5 Uses of food composition tables   * Nutritional assessment * Meal planning * Research   1.3.6 Examples of food composition tables   * FAO/INFOODS Global Food Composition table * USDA National Nutrient Database * Nutrients   + 1. Types * Carbohydrates * Proteins * Fats * Vitamins * Minerals   + 1. Sources     2. Functions.   1. Nutritional daily requirement      1. Recommended intake      2. Daily amount      3. Purpose * Macro –nutrients * Carbohydrates * Proteins * Fats * Water * Dietary fibre * Micro nutrients * Vitamins * Minerals   1. Specific requirements for special groups      1. Children and adolescents      2. Pregnant and lactating mothers      3. Older adults      4. Athletes   2. Balanced meal plan      1. Daily nutritional goals      2. Portion control      3. Colour diversity      4. Limited processed foods   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     2. Food absorption and metabolism   1. Nutritional deficiency diseases      1. common nutritional deficiency/ disorders   Causes, signs, symptoms and prevention | * Written. * Third party report * Oral questioning * Interviews |
| 3. Apply knowledge of organic chemistry in food production | 3.1 Functional groups  3.1.1 Definition  3.1.2 Common functional groups   * Hydroxyl group (-OH) * Carboxyl group (-COOH) * Amine group (-NH2) * Carbonyl group (C=O) * Phosphate group (-PO4) * Ester group (-COO-)   3.1.3 Role of functional groups Chemical properties,   * Taste texture, * Nutritional value of food   3.2. Hydrocarbons in foods  3.2.1 Types of hydrocarbons   * Alkanes * Alkenes * Alkynes * Aromatic hydrocarbons * Terpenes * Food additives   3.2.2 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. | * Written. * Third party report * Oral questioning * Interviews |
| 4. Apply knowledge of food micro-biology | 4.1. Food Microbiology  4.1.1 Definition of terms   * Microbiology * Microorganisms * Food contamination * Food spoilage * Food poisoning/illness   4.1.1 Introduction to food microbiology  4.2 Understanding microorganism in food.  4.2.1 Beneficial microorganism   * Lactic acid bacteria * Yeasts * Moulds * Probiotics   4.2.2 Harmful microorganism   * Bacteria (salmonella, Escherichia coli, clostridium, etc) * Viruses (norovirus, hepatitis A, Rotavirus) * Parasites (tapeworms, Giardia intestinalis) * Fungi (Aspergillus flavus, Penicillium moulds)   4.3. Food contamination.  4.3.1 Types of food contaminants   * Microbial contamination * Chemical contamination * Physical contamination   4,2.2 Common sources of food Contamination   * Food handlers * Raw ingredients * Equipment and surfaces * Storage issues   4.2.3 Key practices to prevent food contamination   * Personal hygiene * Food storage * Cooking and preparation * Sanitation   4.2.4 Factors influencing microbial growth in food.  4.4 Food spoilage  4.4.1 Types of food spoilage   * Microbial spoilage * Enzymatic spoilage * Chemical spoilage * Physical spoilage * Natural spoilage   4.4.2 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 mold * 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
* 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 |  |  |  |
|  | 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 |  |

**FOOD AND BEVERAGE SERVICE**

**UNIT CODE: 1013 551 08A**

**UNIT DURATION: 120 Hours**

**Relationship to Occupational Standards**

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

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to serve Food and Beverage It involves Perform mis-en-scene, Perform mis-en-place and Carry out food and beverage service.

**Summary of Learning Outcomes**

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Perform mis-en-scene | 30 |
| 2. | Perform mis-en-place | 40 |
| 3. | Carry out food and beverage service | 50 |
| **Total** | | **120** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Perform Mis -en- scene | * 1. Introduction to food and beverage service.      1. Definitions   + Food   + Beverage   + Hospitality   + Service   + Food and beverage service     1. Importance of food and beverage service     2. Food and beverage sectors.   + Welfare   + Commercial   1. Staff organization   + Organization structure   + Small organization   + Large organization   + Duties and responsibilities of service personnel.   1. Safety rules in the workshop   2. PPEs in service.   + Black leather low-heeled shoes   + Black trouser/skirt   + Bowtie   + Half coat   + Waiter’s cloth   1. Hygiene rules in the workshop      1. Personal hygiene   + Neat hair   + Short nails   + Clean uniform     1. Environmental hygiene   + Cleaning the restaurant   + Cleaning work surfaces   1. Conservation of resources   + Fuel   + Water   + Energy   + Food commodities   1. Mis en scene task   + Lighting the room   + High dusting   + Low dusting   + Wiping surfaces   + Cleaning windows and doors   + Cleaning furniture   + Cleaning floor   1. Cleaning materials and equipment   + Detergents   + Mops   + Mop bucket   + Cob web remover   + Dust pan   + Sanitizers   + Cleaning cloth   + Wipes   + Bin   + Broom   + Brush   1. Cleaning procedures   + Dusting   + Sweeping   + Mopping   + Vacuum cleaning   + Scrubbing   1. Floor types and finishes.   + Terrazzo   + Wooden   + Tiled   + Linoleum   + Thermoplastic   + Carpeted  1. Furniture, fittings and furnishing    * 1. Types of furniture    * Tables    * Chairs    * Buffet table    * Sideboards  * Consideration in stocking sideboard * Items stocked in a sideboard   + 1. Fittings   + Lighting   + Wall hangings   + Artwork     1. Furnishing   + Carpets   + Curtains     1. Factors to consider when planning dinning arrangements     2. Dinning arrangements   + Loose-module   + Loose random   + Booth   + High density   + Module   + In situ   + Bar and lounge areas | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test. |
| 1. Perform mis -en- place duties | * 1. Food and beverage service equipment and materials      1. Tableware * Flatware * Cutlery * Hollowware * Storage and maintenance tableware.   + 1. Special service equipment. * Teapots * Table number * Flower vase * Ashtray * Ice-cream coups * Butter knife * Cheese knife * Sugar tong * Cob holder * Nut cracker * Grape scissors * Sundae spoon * Fruit knife and fork * Carving board * Chaffing dishes * Sauce ladle * Service gears   + 1. Crockery * Types of crockery * Porcelain * Hotel earthen ware * Bone china * Stoneware * Storage and maintenance of crockery.   + 1. Glassware * Types of glassware * Storage and maintenance glassware.   + 1. Disposables * Types of disposables * Storage and cooking purpose * Decorations * Hygiene disposables * Packaging disposables * Service for food and beverage * Advantages of disposables * Disadvantages of disposables.   + 1. Trolley * Types of trolley and uses. * Salad trolley * Cheese trolley * Liqueur trolley * Wine trolley * Hors-d’eouvre trolley * Fruit trolley * Care and maintenance trolley.   + 1. Automatic vending machines- * Types of vending machines * Snack vending machine * Hot non-beverage vending machine * Cold non-alcoholic vending machine * Alcoholic vending machine * Advantages vending machine * Disadvantages. vending machine   + 1. Factors to consider while purchasing food and beverage service equipment.   1. Food and beverage service area and ancillary department * Hotplate * Stillroom * Wash up * Spare linen store * Dispense bar * Silver room   1. Polishing equipment * Glassware * Tableware’s * Crockery   1. Stocking sideboard * Items stocked in a sideboard * Considerable points in stocking sideboard.   1. Linen      1. Types of linen * Waiters’ cloth * Tablecloth * Napkin * Buffet cloth * Glass cloth * Tea cloth * Slip cloth * Skirting cloth * Sideboard liner * Tray cloth.   + 1. Uses of linen     2. Storage and maintenance of linen.     3. Laying tablecloth * Square table * Round table * Rectangular table   + 1. Napkin folds and application. * Bishop mitre * Cone * Candle * Fan * Cockscomb * Triple wave * Buffet * Rose   + 1. Skirting of tables * Box pleats * Knife pleats * Inverted pleats * Accordion pleats * Sunray pleats * Single pleats * Spiral pleats   1. Table accompaniments * Cruet set * Flower vase * Table number * Menu card * Condiment holder * Toothpick holder. * Beverage list.   1. Menu knowledge      1. Menu * Types of menus * A’ la carte menu * Table dhote menu * Other types of menus * Function menu * Speciality menu * Cyclic menu * Breakfast menu * Children menu * Dessert menu * Coffee house Menu * Hospital menu * Functions of a menu. * Characteristics of menu card. * Factors to consider when planning menu.   + 1. Menu card/beverage list * Design a menu card and beverage list. * Content and layout of a menu card and beverage list.   1. Covers      1. Types of covers * A’ la carte cover * Table d’ hotel cover * Standard cover   + 1. Food accompaniments and covers     2. Condiments * Ketchup * Mustard * Hot sauce * Mayonnaise * Soy sauce | Practical  Third party reports  Portfolio of evidence.  Written texts  Oral test. |
| 1. Carry out food and beverage service | * 1. Food and beverage service      1. Food and beverage service sequence * Confirm bookings and reservations. * Welcoming and seating dinners * Unfolding napkins. * Menu and beverage list presentation * Taking food and beverage orders. * Service of food and beverages * Clearing during service. * Billing * Dish washing * Clearing following service   + 1. Methods of service * Table service * Plate service * Silver service * Family service * French service * Assisted service * Buffet service * Carvery service * Self –service * Cafeteria * Types of cafeterias * Counter * Flee-flow cafeteria * Echelon * Carousel * Supermarkets * Single point service. * Automatic vending machine * Drive-thru. * Take-away * Fast food * Food court * Kiosks   + 1. Service of different types of beverages * Alcoholic beverages * Non-alcoholic beverages * Hot drinks * Cold drinks   + 1. Orders taking methods * Duplicate * Triplicate * Pre-ordered * Service with order   + 1. Special food checks * Suivant * Retour/en-place * Supplement * Accident   + 1. Interpersonal skills * Dealing with customer complains * Dealing with children * Dealing with impaired vision/blind, deaf, * Dealing with person with communication difficulties * Dealing with limited mobility * Dealing with an ill customer * Dealing with spillages * Dealing with lost items * Dealing with suspicious items   + 1. Billing methods * Separate bill * Bill with order * Pre-paid. * Voucher. * Bill as check. * No charge. * Deferred account.   + 1. Methods of payments * Cash, * Card, * Cheque, * Voucher   + 1. Guest feedback * Customer meal experience. * Details on guest feedback form * Quality of food and beverage * Level of service * Time management * Comfort and amenities * Value for money * Dining experience * Cleanliness * Ambience * Overall experience * Areas of improvement. * Illustration of a guest feedback form.   + 1. Post food and beverage service duties * Final clearance * Stripping of tables * Cleaning the restaurant * Return food items to the store * Stripping sideboard * Return equipment in the store * Re-clothing of tables * Re- laying of restaurant. * Waste disposal * Solid waste * Liquid waste * Bio-degradable * Non-degradable | Practical  Third party reports  Portfolio of evidence.  Written texts  Oral test. |

**Suggested Methods of delivery**

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

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

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

**Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Flatware | 100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon) | 1:4 |
|  | Crockeries | 100 each (Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups) | 1:4 |
|  | Cutlery | each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks) | 1:4 |
|  | Hollowware | 25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups) | 1:4 |
|  | Trays | 25 | 1:1 |
|  | Salvers | 25 | 1:1 |
|  | Water glasses | 100 | 1:4 |
|  | Water jugs | 25 | 1:1 |
|  | Table accompaniments | 25 Cruet set, table number, toothpick holder, ashtray, condiment holder,) | 1:1 |
|  | Commercial hotplates | 2 | 1:13 |

**Furniture**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Square tables | 15 | 1:2 |
| 2. | Buffet tables | 6 | 1:4 |
| 3. | Sideboards | 15 | 1:2 |
| 4. | Service trolley | 4 | 1:6 |
| 5. | Cheese trolley | 4 | 1:6 |
| 6. | Wine trolley | 4 | 1:6 |
| 7. | Liqueur trolley | 4 | 1:6 |

**Cleaning materials**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Detergent | 400 litres | 1:15 |
|  | Bar soap | 25 bars | 1:1 |
|  | Scouring pads | 12 | 1:2 |
|  | Steel wool | 5 | 1:5 |
|  | Window cleaner | 5 | 1:5 |
|  | Yellow dusters | 5 | 1:5 |
|  | Sanitizers | 5 | 1:5 |
|  | Wipes | 5 | 1:5 |
|  | Cleaning cloths | 5 | 1:5 |

**Cleaning equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Cobweb removers | 5 | 1:5 |
|  | Soft brush | 5 | 1:5 |
|  | Dustpan & brush | 5 | 1:5 |
|  | Mops | 5 | 1:5 |
|  | Mop buckets | 5 | 1:5 |
|  | Hard brushes | 5 | 1:5 |
|  | Squeezers | 5 | 1:5 |
|  | Large dustbins | 5 | 1:5 |

**Linen**

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

**Safety equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Assorted Fire extinguishers | 5 | 1:5 |
| 2. | Fire blankets | 2 | 1:13 |
| 3. | Complete first aid kits | 2 | 1:13 |

**Ict Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Item | Quantity | Recommended |
|  | Desktops | 3 | 1: 9 |
|  | Laptops | 3 | 1:9 |
|  | Smartphones | 4 | 1:7 |
|  | Tablets | 4 | 1:7 |
|  | Smartwatches | 6 | 1:5 |
|  | Wall Clocks | 2 | 1:13 |

**FOOD AND BEVERAGE SERVICE TECHNIQUES**

**UNIT CODE: 1013 551 09 A**

**UNIT DURATION: 120 Hours**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **Perform Food and Beverage Service Techniques**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to Perform Food and Beverage Service Techniques. It involves Perform food and beverage technical skills, Carry out specialized service and Carry out breakfast service and afternoon tea.

**Summary of Learning Outcomes**

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

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Perform food and beverage technical skills | 40 |
| 2. | Carry out specialized service | 40 |
| 3. | Carry out breakfast service and afternoon tea | 40 |
| **Total** | | **120** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Perform food and beverage technical skills | * 1. Service equipment and materials * Flatware * Cutleries * Hollowware * Glassware * Specialized service equipment * Furniture * Tables * Chairs * Trolleys * Side board * Sideboards board layout * Factors affecting stocking of a sideboard * Linens   1. Service equipment cleaning and polishing * Importance of cleaning and polishing * Cleaning and polishing service equipment   1. Food and Beverage Service technical skills * Introduction to technical skills * Importance of technical skills * Spoon and fork manipulation * Plate Carrying techniques * Using a silver salver * Use of a service plate * Glass Carrying techniques * Using large trays * Table skirting * Napkin folds   Table setting | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test |
| 1. Carry out specialized service | * 1. Introduction to specialized service   2.1.1 Specialized forms of service   * Floor/room service * Lounge service * Hospital/tray service * Home delivery * Airline tray service * Rail service * Gueridon service   1. Conservation of resources   + Fuel   + Water   + Energy   + Food commodities   1. Taking orders in specialized service * Room service order taking * Telephone. * Email. * Door hanger * Details filled in an order pad   + Name   + Room number   + Food and beverage order   + Time   1. specialized service equipment and materials.; Identify * Special service equipment. * Tableware * Furniture * Crockery * Glassware * Linen * Disposables   1. Preparation for specialized service * Polishing equipment * Arranging trolley/tray   1. Billing and handling payments * Deferred account * Cheque   1. Guest feedback * Customer meal experience. * Details on guest feedback form   + Quality of food and beverage   + Level of service   + Time management   + Comfort and amenities   + Value for money   + Dining experience   + Cleanliness   + Ambience   + Overall experience   + Areas of improvement. * Illustration of a guest feedback form.   1. Post food and beverage service * Final clearing of guest rooms | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test |
| 1. Carry out breakfast service and afternoon tea | 1. Introduction to breakfast service    * 1. Types of breakfast  * Full breakfast * Continental breakfast   + 1. Importance of breakfast service     2. Components of breakfast     3. Breakfast menus     4. Breakfast covers  1. Introduction to afternoon tea    * 1. Types of afternoon tea  * Full afternoon tea * High tea * Reception/ buffet tea   + 1. Importance of afternoon tea     2. Components of afternoon tea     3. Afternoon tea menus     4. Afternoon tea covers | * Practical * Third party reports * Portfolio of evidence. * Written texts * Oral test |

**Suggested Methods of delivery**

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

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

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

**Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Flatware | 100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon) | 1:4 |
|  | Crockeries | 100 each (Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups) | 1:4 |
|  | Cutlery | each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks) | 1:4 |
|  | Hollowware | 25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups) | 1:4 |
|  | Trays | 25 | 1:1 |
|  | Salvers | 25 | 1:1 |
|  | Water glasses | 100 | 1:4 |
|  | Water jugs | 25 | 1:1 |
|  | Table accompaniments | 25 Cruet set, table number, toothpick holder, ashtray, condiment holder,) | 1:1 |
|  | Commercial hotplates | 2 | 1:13 |

Furniture

|  |  |  |  |
| --- | --- | --- | --- |
| NO. | ITEM | QUANTITY | Recommended Ratio  (Item: Trainee) |
| 1. | Square tables | 15 | 1:2 |
| 2. | Buffet tables | 6 | 1:4 |
| 3. | Sideboards | 15 | 1:2 |
| 4. | Service trolley | 4 | 1:6 |
| 5. | Cheese trolley | 4 | 1:6 |
| 6. | Wine trolley | 4 | 1:6 |
| 7. | Liqueur trolley | 4 | 1:6 |

**Cleaning materials**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Detergent | 400 litres | 1:15 |
|  | Bar soap | 25 bars | 1:1 |
|  | Scouring pads | 12 | 1:2 |
|  | Steel wool | 5 | 1:5 |
|  | Window cleaner | 5 | 1:5 |
|  | Yellow dusters | 5 | 1:5 |
|  | Sanitizers | 5 | 1:5 |
|  | Wipes | 5 | 1:5 |
|  | Cleaning cloths | 5 | 1:5 |

**Cleaning equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Cobweb removers | 5 | 1:5 |
|  | Soft brush | 5 | 1:5 |
|  | Dustpan & brush | 5 | 1:5 |
|  | Mops | 5 | 1:5 |
|  | Mop buckets | 5 | 1:5 |
|  | Hard brushes | 5 | 1:5 |
|  | Squeezers | 5 | 1:5 |
|  | Large dustbins | 5 | 1:5 |

**Linen**

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

**Safety equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Assorted Fire extinguishers | 5 | 1:5 |
| 2. | Fire blankets | 2 | 1:13 |
| 3. | Complete first aid kits | 2 | 1:13 |

**Ict Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Item | Quantity | Recommended |
|  | Desktops | 3 | 1: 9 |
|  | Laptops | 3 | 1:9 |
|  | Smartphones | 4 | 1:7 |
|  | Tablets | 4 | 1:7 |
|  | Smartwatches | 6 | 1:5 |
|  | Wall Clocks | 2 | 1:13 |

**MOCKTAILS AND COCKTAILS**

**UNIT CODE: 1013 551 10A**

**UNIT DURATION: 80 HOURS**

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **prepare** **mocktails and cocktails**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to prepare mocktailss and cocktails. It involves Prepare mocktails and cocktails ingredients, Prepare mocktails, Prepare cocktails.

**Summary of Learning Outcomes**

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

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare mocktails and cocktails ingredients | 20 |
| 2. | Prepare mocktails | 20 |
| 3. | Prepare cocktails | 40 |
| 4. |  | 20 |
| **Total** | | **80** |

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Prepare mocktails and cocktails ingredients | * 1. Work organisation      1. Assembling ingredients      2. Assembling equipment.   2. Garnishes /decorations   + Lemon wheels   + Lemon twists   + Orange slices   + Sugar and salt ring   + Jelly crystals   1.3 Waste disposal | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Prepare mocktails | * 1. Work organisation      1. Assembling ingredients      2. Assembling equipment   2. Introduction to mocktails      1. Definition of mocktails      2. Importance of mocktails      3. Rules to observe when preparing mocktails      4. Components of a mocktails   3. Types of mocktails glasses      1. Glasses   + Tom Collins glass   + Cosmopolitan glass   + Martini glass   + Brandy balloon   + Highball   + Paris goblet glass   + Flute   + Champagne saucer.   + Whisky glasses     1. Polishing   1. Mocktails making methods   + Shaking   + Stirring   + Layering   + Building   1. Garnishing mocktails   2. Service of mocktails      1. Mocktails   + Shirley temple   + Virgin mojito   + Virgin colada   1. Post service duties   + Taking closing bar stock   + Cleaning equipment and surfaces   + Drying equipment   + Storing equipment   1. Waste disposal | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |
| 1. Prepare cocktails | * 1. Work organization      1. Assembling ingredients      2. Assembling equipment   2. Introduction to cocktails      1. Definition of cocktails      2. Importance of mocktails      3. Rules to observe when preparing cocktails      4. Components of a cocktails   3. Method of making cocktails   + Stirring   + Shaking   + Layering   + Muddling   + Binding   + Blending   + Flaming   + Smoking   1. Categories of cocktails   + Sours   + Fizz   + Old fashion   + Shooter   1. Composition of a cocktail   2. Types of cocktail glasses      1. Glasses   + Tom Collins glass   + Cosmopolitan glass   + Martini glass   + Brandy balloon   + Highball   + Paris goblet glass   + Flute   + Champagne saucer.   + Whisky glasses     1. Polishing   1. Cocktail making methods   + Shaking   + Stirring   + Layering   + Building   1. Garnishing cocktails   2. Service of cocktails      1. Types of cocktails   + Blood Mary   + Screw driver   + Whisky sour   + Pink gin   + Old fashioned   + Pina colada   1. Post service duties   + Taking closing bar stock   + Cleaning equipment and surfaces   + Drying equipment   + Storing equipment   + Waste disposal   3.11 Apply Entrepreneurial Skills   * Sources of personal and business funds * Entrepreneurial roles and characteristics * Salaried employment and self-employment * Regulatory requirements | * Practical * Portfolio of evidence * Third party reports * Oral test * Written texts |

**Suggested Methods of delivery**

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

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

|  |  |  |
| --- | --- | --- |
| **Item** | **Quantities** | **Recommended Ratio (Item: Trainee)** |
| Laptops | 2 | 1:13 |
| Stable and reliable Internet connection | | all students |
| Projectors | 2 | 1:13 |
| Assorted Flash Cards | 5 | 1:5 |
| Whiteboards | 1 | 1:25 |
| Flip Charts | 5 | 1:5 |
| Assorted colour of whiteboard markers | |  |
| A stimulated bar environment | |  |

**Equipment**

|  |  |  |
| --- | --- | --- |
| Item | Quantities | Recommended Ratio (Item: Trainee) |
| Salver | 12 | 1:3 |
| Boston shaker | 12 | 1:3 |
| Cocktail shaker | 12 | 1:3 |
| Mixing glasses | 12 | 1:3 |
| Assorted glasses | 100 | 4:1 |
| Bar spoons | 12 | 1:3 |
| Cutting board | 12 | 1:3 |
| Refrigerators | 2 | 1:13 |
| Ice maker | 2 | 1:13 |
| Ice bucket & tongs | 5 | 1:5 |
| Wine stands | 5 | 1:5 |
| Wine baskets | 5 | 1:5 |
| Wine buckets | 5 | 1:5 |
| Cock screw opener | 5 | 1:5 |
| Coasters | 15 | 1:2 |
| Bottle opener | 12 | 1:3 |
| Tot measure | 10 | 1:3 |
| Speed pourers | 10 | 1:3 |
| Side plates | 12 | 1:3 |
| Small glass bowls | 12 | 1:3 |
| Knives | 12 | 1:3 |
| Variety of beverages | |  |

**Safety equipment**

|  |  |  |
| --- | --- | --- |
| **Item** | **Quantities** | **Recommended Ratio**  **(Item: Trainee)** |
| Assorted Fire extinguishers | 5 | 1:5 |
| Fire blankets | 5 | 1:5 |
| Well stocked first aid kits | 2 | 1:13 |

**MODULE FOUR**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **UNIT CATEGORY** | **UNIT CODE** | **UNIT NAME** | **DURATION**  **(Hours)** | **CREDIT FACTOR** |
| BASIC | 0031 551 11A | Communication skills | 40 | 4 |
| BASIC | 0417 551 12A | Work ethics and practices | 40 | 4 |
| COMMON | 0413 551 13A | Food and beverage costing and control | 100 | 10 |
| CORE | 1013 551 14 A | Bar Keeping Operations | 110 | 11 |
| CORE | 1013 551 15 A | Banquets and Events | 150 | 15 |
| **Sub Total** | | | **440** | **44** |

**COMMUNICATION SKILLS**

**ISCED UNIT CODE: 0031 551 11A**

**Relationship with Occupational Standards**

This unit addresses the Unit of Learning**: Apply Communication Skills**

**DURATION OF UNIT: 40 HOURS**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply Communication Skills.. It involves apply communication channels, apply written communication skills, .apply non-verbal skills, apply oral communication skills and apply 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. | 05 |
| 2. | Apply written communication skills. | 05 |
| 3. | Apply non-verbal skills. | 10 |
| 4. | Apply oral communication skills. | 10 |
| 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   2. Facilitating resolution of issues   3. Developing action plans   4. Group organization techniques   5. Turn-taking techniques   6. Conflict resolution techniques   7. 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 colors | Enough |  |

**WORK ETHICS AND PRACTICES**

**ISCED UNIT CODE: 0417 551 12A**

**Relationship with Occupational Standards**

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

**DURATION OF UNIT: 40 HOURS**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply work ethics and practices. It involves Apply self-management skills, Promote ethical practices and values, Promote Teamwork, Maintain professional and personal development, apply Problem-solving skills 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 | 5 |
| 2. | Promote ethical practices and values | 5 |
| 3. | Promote Teamwork | 10 |
| 4. | Maintain professional and personal development | 10 |
| 5. | Apply Problem-solving skills | 05 |
| 6. | Promote Customer care. | 05 |
| **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   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   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 colors | Enough |  |

**FOOD AND BEVERAGE COST AND CONTROL**

**UNIT CODE: 0413 551 13A**

**UNIT DURATION: 100 Hours**

**Relationship to Occupational Standards**

This unit addresses the Unit of Learning: **Perform food and beverage cost and control**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to perform food and beverage cost and control. It involves Perform food and beverage purchasing and receiving procedures, Perform food and beverage store keeping procedures, Perform food and beverage costing and pricing, Perform food and beverage labor cost control and prepare food and beverage budgets.

**Summary of learning outcomes**

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

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Perform food and beverage purchasing and receiving procedures. | 10 |
| 2. | Perform food and beverage store keeping procedures | 25 |
| 3. | Perform food and beverage costing and pricing | 20 |
| 4. | Perform food and beverage labor cost control | 20 |
| 5. | Prepare food and beverage budgets | 25 |
| **Total** | | **100** |

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

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Perform food and beverage purchasing and receiving procedures | * 1. Introduction to purchasing   1.1.1Definition of terms   * Purchasing * Receiving * Standard purchase specification   + 1. Importance of purchasing     2. Principles of effective purchasing     3. Duties of a purchasing officer     4. Purchasing procedure     5. Documents in purchasing * Purchase specification * Purchase requisitions * Food requisition * Beverage requisition * Letter of inquiry * Quotations   + 1. Selecting suppliers     2. Supplier rating * Price performance * Quality performance * Delivery performance   + 1. Methods of purchasing * Cash * Contract * Daily market list * Daily/weekly/ fortnightly quotation list * Cash and carry * Paid reserve * Total supply * Cost plus * Centralized purchasing   1. Objectives of receiving      1. Delivery procedure      2. Receiving procedure * Quantity inspection * Quality inspection * Clerical procedures   + 1. Receiving methods * Invoice receiving * Blind receiving   + 1. Timetabling deliveries     2. Documents * Purchase order * Delivery note * Credit note * Invoice   + 1. Receiving of food     2. Receiving beverages     3. Material tagging     4. Dispatching to the stores and user department | * Practical * Projects * Third party report * Simulation * Portfolio of evidence * Interviews * Written tests * Oral questioning |
| 1. Perform food and beverage store keeping procedures | * 1. Definition: * Storing * Issuing   + 1. Types of stores * Impress * Centralized * decentralized   + 1. Store layout     2. Features of effective storekeeping     3. Duties of a storekeeper   1. Documents used in stores * delivery note * goods received book * store ledger * store requisition * credit note   + 1. Materials and supplies coding * Uses * methods of coding * principles of coding   1. Stock turnover      1. Stock control      2. Stock levels      3. Determinants of stock levels      4. Setting stock levels      5. Formulae of stock levels      6. Material valuation methods * LIFO * FIFO * Simple average * Weighted average * Standard price   1. Documents used in issuing * Stores records * Stores ledger * Bin cards * Stock cards * Perpetual inventory records * Transfer notes * Breakage and damaged goods books * Cellar control book * Beverage perpetual inventory empties return book * Ullage and breakage book * Liquor return   1. Definition of stock taking      1. Objectives of stock taking      2. Methods of stock-taking * Perpetual inventory * Continuous stocktaking * Periodical stocktaking | * Practical * Projects * Third party report * Simulation * Portfolio of evidence * Interviews * Written tests * Oral questioning |
| 1. Perform food and beverage costing and pricing | * 1. Elements of costs * Material cost * Labour cost * Overhead cost   + 1. Cost dynamics * Fixed costs * Semi- fixed cost * Variable costs   + 1. Cost analysis     2. Overhead allotments     3. Overhead absorption   1. Pricing methods      1. Informal approaches * Intuitive   + 1. Competitive * Imitative * Trial and error   + 1. Formal approaches * Cost based pricing * Simple markup pricing * Contribution margin pricing * Ratio pricing * Simple prime costing * Cost plus pricing * Modifying factors * Historical prices * Perceived price * Price rounding * Statutory taxes * Discounting pricing * Market based pricing * Floor pricing * Penetration pricing * Parity pricing * Premium pricing * Leadership pricing * Stay out pricing * Bundle pricing * Value based pricing * Cross benefit pricing   1. Menu pricing application * Profit margin * Mark-up   1. Sales analysis   2. Approaches to recording and controlling food and beverage sales * Manual systems * Automated system | * Practical * Projects * Third party report * Simulation * Portfolio of evidence * Interviews * Written tests * Oral questioning |
| 1. Perform food and beverage labour cost control | * 1. Definitions * Labour cost * Staff remuneration. * Incentives. * Staff turnover. * Labour productivity.   1. Elements of labour costs      + Fixed cost personnel      + Variable cost personnel      1. Standards of performance      2. Objectives of staff training   2. Labour costing * Basic pay * Labour related costs * Incentive schemes * Premium bonus schemes * Group bonus schemes   1. Profit sharing and co partnership   2. Staff turnovers * Causes of staff turnover * Effects of staff turnover * Payroll particulars | Simulation  Oral questioning  Portfolio of evidence  Interviews  Third party report  Written tests  Practical  Projects |
| 1. Prepare food and beverage budgets | * 1. Definitions * Budget. * Budgetary control. * Budget committee * Budget control.   + 1. Budgetary goals and objectives     2. Advantages of budgets     3. Functions of budget committee     4. Budgetary control   1. Formulation of budgets      1. Types of budgets * Capital budget * Operating budget * Fixed budgets * Flexible budgets * Departmental budgets * Master budgets * Sales budget * Production budget * Material usage budget * Purchases budget * Labour cost budget * Overhead cost budget * Office and administration budget * Maintenance budget * Cash budget * Budgeted profit and loss account   1. Budget reports preparation | Practical  Third party reports  Portfolio of evidence.  Written test.  Oral test |

**Suggested Methods of Instruction**

* Demonstration
* Practical work

**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 | | rolls |
| 8. | White board markers | | 5 Assorted colour |
| 9. | Stationery | | Enough |
| 10. | A functional store. | | |

**BAR KEEPING OPERATIONS**

**UNIT CODE: 1013 551 14A**

**UNIT DURATION: 110 Hours**

**Relationship to Occupational Standards**

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

**UNIT DESCRIPTION**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to perform bar keeping operations. It involves Perform bar opening duties, Prepare and serves non-alcoholic beverages, Prepare and serve alcoholic beverages, Present cigars and Carry out bar closing activities

**Summary of Learning Outcomes**

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

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| **1.** | Perform bar opening duties. | 20 |
| **2.** | Prepare and serve non-alcoholic beverages. | 20 |
| **3.** | Prepare and serve alcoholic beverages. | 30 |
| **4.** | Present cigars | 20 |
| **5.** | Carry out bar closing activities | 20 |
| **Total** | | **110** |

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

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

**Suggested Methods of delivery**

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

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

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

Equipment

|  |  |  |  |
| --- | --- | --- | --- |
|  | Item | Quantities | Recommended Ratio  (Item: Trainee |
|  | Salver | 12 | 1:3 |
|  | Boston shaker | 12 | 1:3 |
|  | Cocktail shaker | 12 | 1:3 |
|  | Mixing glasses | 12 | 1:3 |
|  | Assorted glasses | 100 | 1:4 |
|  | Bar spoons | 12 | 1:3 |
|  | Cutting board | 12 | 1:3 |
|  | Refrigerators | 2 | 1.13 |
|  | Ice maker | 2 | 1:13 |
|  | Ice bucket & tongs | 5 | 1:5 |
|  | Wine stands | 5 | 1:5 |
|  | Wine baskets | 5 | 1:5 |
|  | Wine buckets | 5 | 1:5 |
|  | Cock screw opener | 5 | 1:5 |
|  | Coasters | 15 | 1:2 |
|  | Bottle opener | 12 | 1:3 |
|  | Tot measure | 10 | 1:3 |
|  | Beer pourers | 10 | 13 |
|  | Side plates | 12 | 1:3 |
|  | Small glass bowls | 12 | 1:3 |
|  | Knives | 12 | 1:3 |

**Cleaning materials**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Detergent | 400 litres | 1:15 |
|  | Bar soap | 25 bars | 1:1 |
|  | Scouring pads | 12 | 1:2 |
|  | Steel wool | 5 | 1:5 |
|  | Window cleaner | 5 | 1:5 |
|  | Yellow dusters | 5 | 1:5 |
|  | Sanitizers | 5 | 1:5 |
|  | Wipes | 5 | 1:5 |
|  | Cleaning cloths | 5 | 1:5 |

Cleaning equipment

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Cobweb removers | 5 | 1:5 |
|  | Soft brush | 5 | 1:5 |
|  | Dustpan & brush | 5 | 1:5 |
|  | Mops | 5 | 1:5 |
|  | Mop buckets | 5 | 1:5 |
|  | Hard brushes | 5 | 1:5 |
|  | Squeezers | 5 | 1:5 |
|  | Large dustbins | 5 | 1:5 |

**Safety equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Assorted Fire extinguishers | 5 | 1:5 |
| 2. | Fire blankets | 2 | 1:13 |
| 3. | Complete first aid kits | 2 | 1:13 |

**BANQUETS AND EVENTS OPERATIONS**

**UNIT CODE: 1013 551 15 A**

**UNIT DURATION: 150 Hours**

**Relationship to occupational standards**

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

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to perform banquets and events. It involves Carry out mis en scene for banquets and events, Carry out mis en place for banquets and events, Perform banquets and events operations, Perform 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 | 20 |
| 2. | Carry out mis en place for banquets and events | 40 |
| 3. | Perform banquets and events operations | 60 |
| 4. | Perform post banqueting tasks | 30 |
| **Total** | | **150** |

**Summary of learning outcomes**

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

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

**Suggested Methods of Delivery**

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

**RECOMMENDED RESOURCES FOR 25 TRAINEES**

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

**Equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee** |
|  | Flatware | 100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon) | 1:4 |
|  | Crockeries | 100 each (Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups) | 1:4 |
|  | Cutlery | each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks) | 1:4 |
|  | Hollowware | 25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups) | 1:1 |
|  | Trays | 25 | 1:1 |
|  | Salvers | 25 | 1:1 |
|  | Water glasses | 100 |  |
|  | Water jugs | 25 | 1:1 |
|  | Table accompaniments | 25 Cruet set, table number, toothpick holder, ashtray, condiment holder,) | 1:1 |
|  | Commercial hotplates | 2 | 1:13 |

**Furniture**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Square tables | 15 | 1:2 |
| 2. | Buffet tables | 6 | 1:4 |
| 3. | Sideboards | 15 | 1:2 |
| 4. | Service trolley | 4 | 1:6 |
| 5. | Cheese trolley | 4 | 1:6 |
| 6. | Wine trolley | 4 | 1:6 |
| 7. | Liqueur trolley | 4 | 1:6 |

**Cleaning materials**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
|  | Detergent | 400 litres | 1:15 |
|  | Bar soap | 25 bars | 1:1 |
|  | Scouring pads | 12 | 1:2 |
|  | Steel wool | 5 | 1:5 |
|  | Window cleaner | 5 | 1:5 |
|  | Yellow dusters | 5 | 1:5 |
|  | Sanitizers | 5 | 1:5 |
|  | Wipes | 5 | 1:5 |
|  | Cleaning cloths | 5 | 1:5 |

**Cleaning equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO.** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Cobweb removers | 5 | 1:5 |
| 2. | Soft brush | 5 | 1:5 |
| 3. | Dustpan & brush | 5 | 1:5 |
| 4. | Mops | 5 | 1:5 |
| 5. | Mop buckets | 5 | 1:5 |
| 6. | Hard brushes | 5 | 1:5 |
| 7. | Squeezers | 5 | 1:5 |
| 8. | Large dustbins | 5 | 1:5 |

**Linen**

|  |  |  |  |
| --- | --- | --- | --- |
| **NO** | **ITEM** | **QUANTITY** | **Recommended Ratio**  **(Item: Trainee)** |
| 1. | Table clothes | 25 | 1:1 |
| 2. | Slip clothes | 25 | 1:1 |
| 3. | Molton | 4 | 1:6 |
| 4. | Napkins | 100 | 1:4 |
| 5. | Skiting clothes | 5 | 1:5 |
| 6. | Waiters’ clothes | 25 | 1:1 |
| 7. | Glass clothes | 25 | 1:1 |
| 8. | Side board liners | 25 | 1:1 |
| 9. | Tray cloths | 25 | 1:1 |
| 10. | Tea clothes | 25 | 1:1 |
| 11. | Seat cover | 100 | 4:1 |
| 12. | Cocktail table covers | 25 | 1:1 |

**Safety equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| NO | ITEM | QUANTITY | Recommended Ratio  (Item: Trainee) |
| 1. | Assorted Fire extinguishers | 5 | 1:5 |
| 2. | Fire blankets | 2 | 1:13 |
| 3. | Complete first aid kits | 2 | 1:13 |

**Décor and Decorations Materials**

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

**MODULE FIVE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **UNIT CATEGORY** | **UNIT CODE** | **UNIT NAME** | **DURATION**  **(Hours)** | **CREDIT FACTOR** |
| COMMON | 0915 551 16A | Diet therapy | 70 | 7 |
| COMMON | 0413 551 17A | Accounting operations | 80 | 8 |
| CORE | 1013 551 18A | Banquets and events management | 200 | 20 |
| **Sub Total** | | | **350** | **35** |

**DIET THERAPY**

**UNIT CODE: 0915 551 16A**

**UNIT DURATION: 70** Hours

**Relationship to Occupational Standards**

This unit addresses the unit of learning: **apply diet therapy**

**Unit Description**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply diet therapyIt involves Apply principles of diet therapy Manage diseases and conditions using diet therapy 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** |

**Summary of learning outcomes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of learning code** | **Unit of learning title** | **Elements** | **Duration in hours** |
| **0611 551 16A** | Diet therapy | 1. Apply principles of diet therapy | 20 |
| 1. Manage diseases and conditions using diet therapy | 30 |
| 1. 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   1.1.2 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. Recemented 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   * Recommended dietary allowance of various groups * -expectant mother * -lactating mother * -adolescent girls * -Adolescent boys * -toddlers * -infants * -elderly * -men * RDA Tables   1. 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 * Bland diet | * Apply principles of diet therapy |
| 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   1. Management of diseases and conditions   2. Modified diets * Liquid * Soft * Bland * Pureed * Low fat diet * High protein diet * Carbohydrate controlled   1. modes of feeding in therapeutic diet * parenteral feeding * enteral feeding   1. Dietetic food commodities * Infant formula * Meal replacement food * Sport food * Intravenous | 1. Manage diseases and conditions using diet therapy |
| 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 | 1. Apply home nursing care |

**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** |  |  |  |
|  | 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 |  |
|  | Lap top | Functional with online instructional content. | |  |
|  | Internet | Stable and reliable with bandwidth of 20Mbps | |

**ACCOUNTING OPERATIONS**

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

**UNIT DURATION: 80** Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency**: apply accounting operations**

**Unit Description**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply accounting operations. It involves ………..

**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 equation | 10 |
| 2. | Apply double entry and ledger system | 20 |
| 3. | Balance accounts and extract trial balance | 30 |
| 4. | Prepare final books of accounts | 20 |
| **Total** | | **80** |

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

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested**  **Assessment**  **Methods** |
| 1.Apply accounting equation | * Definition of terms * Accounting concepts * Accounting equation * Financial records   1.2.1Identify accounting principles include   * Going concern principle * Consistency principle * Accrual principle * Matching principle * Cost principle   1.2 Explain accounting equation   * Assets * Liabilities * Capital   1.3Identifyfinancial records   * Bank statement * Budget reports * Donor records * Audited financial statements * Accounts receivable * Invoices * Purchase order * Balance sheets * 1.3.1 Explain the importance of financial records in hospitality industry | * Observation * Written * Oral * Case study * Presentation |
| 1. Apply double entry and ledger system | 2.1 Definition of terms   * Ledger * Nominal ledger * Private ledger * General Ledger   2.1.1 Explain rules of double entry system  2.2 Prepare ledger accounts   * Personal accounts * Real accounts * Nominal accounts * 2.3 Transactions recorded in ledger accounts | * Observation * Written * Oral * Case study * Presentation |
| 3.Balance accounts and extract trial balance | * 1. Balancing off accounts   2. Extract credit and debit balances   3. Trial balance is prepared.      1. Prepare balance sheet      2. Purpose of trail balance * Limitations of a trial balance | * Observation * Written * Oral * Case study * Presentation |
| 4.Prepare books of original entry | 4.1 Definition of terms   * Source documents * Journal * Books of original entry * Receipt * Invoice * Credit note * Debit note * Payment voucher   4.1.1 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   4.2 Prepare journal accounts  4.3 Prepare general journal accounts | * Observation * Written * Oral * Case study * Presentation |
| 5.Prepare final books of accounts | * 1. Definition of terms * Sales * Gross profit * Net profit/Net loss * Cost of goods * Trading profit and loss account   5.1.1Prepare income statement   * 1. Prepare statement of financial positions   2. 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 MANAGEMENT**

**UNIT CODE: 1013 554 18A**

**UNIT DURATION: 200** Hours

**Relationship to occupational standards**

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

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to manage banquets and events. It involves Carry out mis en scene for banquets and events Carry out mis en place for banquets and events Perform banquets and events operations and Perform 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 | 30 |
| 2. | Carry out mis en place for banquets and events | 60 |
| 3. | Perform banquets and events operations | 70 |
| 4. | Perform post banqueting tasks | 40 |
| **Total** | | **200** |

**Summary of learning outcomes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of learning code** | **Unit of learning title** | **Elements** | **Duration in hours** |
| **0611 551 18A** | Banquets and events management | 1. Carry out mis en scene for banquets and events | 30 |
| 1. Carry out mis en place for banquets and events | 60 |
| 1. Perform banquets and events operations | 70 |
| 1. Perform post banqueting tasks | 40 |
|  | **TOTAL** |  | **200** |

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

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested Assessment methods** |
| 1.Carry out mis en scene for banquets and events | * 1. Introduction to banqueting * Definition * Banquets * Events * Banquets menu   1. Banqueting staff and responsibilities * Banqueting manager * Banqueting sale manager * Banqueting supervisor * Banquet waiter * Bar man * Wine waiter * Causal staff * Porter   1. Types of functions      1. Professional functions * Meetings * Conferences * Exhibitions * Incentives   + 1. Social functions * Wedding * Birthdays * Burials * Baby Shower * Anniversaries   + 1. State functions * Public holidays   1. Banqueting booking and reservation * Documents used in banquet booking * Function book * Contract agreement * Function sheet   1. PPES for service * Black leather low heeled shoes * Hair nets * Black trousers/ skirts * White Blouse/shirt * Half coat * Bowtie * Hygiene gloves * Waiters’ cloth   1. 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 |
| 2. Carry out mis en place banquets and events | * 1. Banquets and events equipment’s      1. Cutlery * Joint knives * Wine knives * Fish knives * Side knives * Fruit knives * Steak knives   + 1. Flatware * Soup spoon * Sweet spoon * Tea spoon * Bar spoon * Coffee spoon * Joint fork   + 1. Crockery * Side plate * Soup plate * Dessert plate * Fish plate * Service plate * Fruit plate   + 1. Hollowware * Serving dishes * Coffee pots * Sugar dish * Protein bowls * Vegetable dish   + 1. Glassware * Water glasses * Wine glasses * Juice glasses   + 1. Large banquets service equipment * Chaffing dishes * Trolley * Plate warmers * Service trays   1. 7 Linen * Table cloth * skirting’s * Molton * Slip cloth * Buffet cloth * Napkins * Seat covers   + 1. Disposables * Plates * Spoons and forks * Plastic cups * Napkins * Paper cups   1. Polishing of equipment   2. Procedure of polishing cutlery   3. Procedure of polishing glassware   4. Laying the linen * square tables * buffet tables   1. Table accompaniments * Flower vases * Cruets * Table number * Menu cards * Toothpick holder   1. Covers * Table d ‘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 |
| 3.Perform banquets and events operations | * 1. Banquet service procedure * Welcoming the guests * Seating the guests   1. Food service methods in events * Buffet service * Table service * Silver service * Family service * Specialized service * Plate service * Wave service * Self service * Cafeteria service   + 1. Banquets beverage service ways * Open or closed bars * Cash bars * Wine service * Host bar * Corkage   1. Clearance procedures   2. Billing methods * Pre-paid * Bill with order | * Practical * Projects * Portfolio of Evidence * Written tests * Oral tests |
| 4. Perform post banqueting tasks | * 1. Striping linens and sorting      + Table cloths      + Buffets cloths      + Slip cloths      + Seat covers      + Skirting cloths      * 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. | Skirting 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 SIX**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **UNIT CATEGORY** | **UNIT CODE** | **UNIT NAME** | **DURATION**  **(Hours)** | **CREDIT FACTOR** |
| BASIC | 0413 551 19A | Entrepreneurial skills | 40 | 4 |
| COMMON | 0414 551 20A | Marketing skills | 80 | 8 |
| COMMON | 0541 551 21A | Hospitality research | 80 | 8 |
| CORE | 1013 551 22A | Food and beverage management | 250 | 25 |
| **Sub Total** | | | **450** | **45** |

**ENTREPRENEURIAL SKILLS**

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

**Relationship with occupational standards**

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

**Duration of unit: 40 Hours**

**Unit Description:**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply Entrepreneurial skills. It involves Apply financial literacy apply the entrepreneurial concept, identify entrepreneurship opportunities apply business legal aspects, innovate Business Strategies develop Business Plan and apply financial literacy

**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 | 5 |
| 2. | Apply the entrepreneurial concept | 5 |
| 3. | Identify entrepreneurship opportunities | 5 |
| 4. | Apply business legal aspects | 5 |
| 5. | Innovate Business Strategies | 10 |
| 6. | Develop Business Plan | 10 |
| 7. | Apply financial literacy | 5 |
| **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 Learning: Apply Marketing Skills

**Unit Description**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to apply Marketing SkillsIt involves developing marketing plan, developing hospitality service marketing strategy, evaluating demand for hospitality services, evaluating marketing environment and develop 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. | Developing marketing plan | 10 |
| 2. | Developing hospitality service marketing strategy, | 20 |
| 3. | Evaluating demand for hospitality services. | 15 |
| 4. | Evaluating marketing environment | 15 |
| 5. | Develop 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   1.1.2 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 | 1. Oral questioning 2. Portfolio of evidence 3. Interviews 4. Third party report 5. Written tests |
| 1. Evaluate marketing environment | 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     2. Emerging trends   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 * Importance of marketing strategy. | 1. Oral questioning 2. Portfolio of evidence 3. Interviews 4. Third party report 5. Written tests |
| 1. Evaluate demand for hospitality services | * 1. Definition of terms * Evaluation * Service demand * Hospitality services * Product category * Product demand * Marketing data   3.1.1 Outline marketing objectives   * + 1. Importance of collecting marketing data.  1. Types of competitors.    * 1. Methods of analysing competitors.      2. Effects of competition in hospitality industry  * Types of products * Factors affecting product demand * Importance of monitoring market performance | 1. Oral questioning 2. Portfolio of evidence 3. Interviews 4. Third party report 5. Written tests |
| 1. Evaluate marketing environment | 1. Definition of terms  * Macro environment * Micro environment * Consumer data * Market trends   + 1. State macro environmental factors * Political factors * Economic factors * Sociocultural factors * Technological factors * Environmental factors * Legal factors   + 1. State 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 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 |

**HOSPITALITY RESEARCH**

**UNIT CODE: 0541 551 21A**

**UNIT DURATION: 80** Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Learning: **Undertake hospitality research**

**UNIT DESCRIPTION**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to undertake hospitality research. It involves ………..

**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 | 20 |
| 2. | Apply scientific research methods | 30 |
| 3. | Analyze scientific research finding | 30 |
| **Total** | | **80** |

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

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Prepare research proposal | * 1. Introduction      1. Definition of terms * Research * 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. Scientific research proposal      1. Procedure of developing a scientific 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 scientific research methods | * 1. Types of scientific study design * Descriptive research design * Correlational research design * Experimental research design   1. Research methodology * Qualitative designs * Quantitative designs   1. Sampling techniques * Probability * Non-probability   1. Data collection 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. Analyze scientific research finding | * 1. Data analysis methods * ANOVA * Measures of central tendency * Mean * Median * Mode * 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 | LEARNINGFACILITIES & INFRASTRUCTURE | | | |
|  | Lecture/Theory Room | Spacious room with seats for 25 trainees. | 1 | 1:25 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Lap top | Functional with online instructional content. |  |  |
|  | Internet | Stable and reliable with bandwidth of 20Mbps |  |  |

**FOOD AND BEVERAGE MANAGEMENT**

**UNIT CODE: 1013 551 22A**

**UNIT DURATION: 250** Hours

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: **Food and beverage management**

**Unit description**

This unit of learning covers the learning outcomes, content, assessment methods, methods of delivery and resources required to Food and beverage management. It involves ………..

**Summary of learning outcomes**

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

|  |  |  |
| --- | --- | --- |
| **S/No** | **Learning Outcomes** | **Duration (Hours)** |
| 1. | Prepare food and beverage production and service work plan. | 60 |
| 2. | Organize food and beverage production and service. | 90 |
| 3. | Control food and beverage production and service operations | 90 |
| **Total** | | **250** |

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

|  |  |  |
| --- | --- | --- |
| **Learning outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Prepare food and beverage production and service work plan. | 1.1 Definition of terms   * Work plan * Food and beverage * Food and beverage work layout   + 1. food and beverage production and service objectives * Guest comfort and satisfaction * Safety and security * Operational efficiency * Sustainability. * Revenue generation   1.1.2 Supervisory aspects   * Decision making * Leadership and guidance * Performance management * Communication * Conflict resolution * Training and development * Delegation of duties. * Resource allocation.   1.1.3Attributes of a food and beverage manager.   * Professional attributes * Personal attributes. * Technical attributes.   + 1. Duties of a food and beverage manager. * Room management * Staff supervision * Budgeting and financial oversight * Health and safety compliance * Facility maintenance * Marketing and promoting. * Record keeping and reporting. * Crisis management.   1.1.5 Elements of management.   * Forecasting and planning * Organizing * Commanding * Coordinating * Controlling   + 1. Skills for effective supervision * Technical skills * People skills * Conceptual skills   1.2 Identify food and beverage production and service activities   * Food production * Food and beverage Service   1. Identify food and beverage production and service materials and equipment.   **Production equipment**   * Ovens * Fridges * Sauce pans * Deep freezers * Dough mixers * Grillers * Cooking ranges * Coffee making machines   **Production materials**   * Flour * Sea foods * Poultry * Vegetables * Dairy products * Fruits * Fungi foods * Butchery   **Food and beverage Service equipment**   * Table wares * Microwaves * Hot plate * Fridges * Glassware * Furniture * Crockery * Hollow ware   **Food and beverage Service materials**   * Beverages * Linens * Table accompaniments\ * Food items * Tobacco and cigars * Accessories * coholic and non-alcoholic beverages arnishesLinensDoiliesMatchbndles   1.4 Prepare food and beverage production and service activitieswork schedule   * Timed order of work * Work shifts   1. Prepare food and beverage production and service budget. * Define a budget. * Types of budget. * Importance of a budget.   Factors to consider when preparing a budget. | * Practical * Project * Portfolio of evidence * Third Party Reports * Written assessments * Oral questioning |
| 2Organize food and beverage production and service. | 2.1 Definition of terms.   * Food and beverage resources * Risk mitigation * Coordination   + 1. Allocate food and beverage production and service duties * food preparation and presentation * food service * customer service * event catering * cleaning of surfaces * customers security and safety * coordination with other departments   2.2 Allocate food and beverage production and service resources   * Kitchen equipment’s * Staff and skills * Ingredients and supplies * Technology and software * Facilities * Utilities   2.3 Coordinate food and beverage production and service activities.  2.4 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 food and beverage production and service operations | * 1. Definition of terms * Staff training * Staff performance * Staff motivation * Monitor * Operational performance * Food and beverage revenue * Operational performance report.   3.1.1 Coordinate food and beverage production and service operations   * Food production * Food service * Accommodation * Housekeeping * Maintenance * Accounts department   + 1. Monitor food and beverage production and service resources.     2. Conduct food and beverage production and service staff training. * Health and safety * Customer service * Communication * Compliance * Managerial training   + 1. Evaluate food and beverage production and service staff performance. * Customer service skills * Product knowledge * Efficiency and organization * Team work * Guest interaction * Professionalism and appearance * Crisis management   1. Conduct food and beverage production and service staff motivation. * Training and development * Mentorship programs * Rewarding of staff * Safe and comfortable work environment   1. Monitor food and beverage production and service revenue.   2. Prepare food and beverage production and service 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
* Trainer led 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 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. | Skirting 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(co2,foam,water) | 5 |
| 2. | Fire blankets | 2 |
| 3. | Complete first aid kits | 2 |