

## FOOD AND BEVERAGE SERVICE

**UNIT CODE:** 1013 451 08A

**TVET CDACC UNIT CODE:** HOS/OS/FBS/CR/01/5/MA

**UNIT DURATION:** 100 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                | 20               |
| 2.           | Perform mis-en-place                | 30               |
| 3.           | Carry out food and beverage service | 50               |
| <b>Total</b> |                                     | <b>100</b>       |

### Learning Outcomes, Content and Suggested Assessment Methods

| Learning Outcome         | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Suggested Assessment Methods                                                                                                                                            |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Perform Mis -en-scene | <p>2.1 Introduction to food and beverage service.</p> <p>1.1.1. Definitions</p> <ul style="list-style-type: none"><li>• Food</li><li>• Beverage</li><li>• Hospitality</li><li>• Service</li><li>• Food and beverage service</li></ul> <p>1.1.2. Importance of food and beverage service</p> <p>1.1.3. Food and beverage sectors.</p> <ul style="list-style-type: none"><li>• Welfare</li><li>• Commercial</li></ul> <p>1.2. Staff organization</p> <ul style="list-style-type: none"><li>• Organization structure</li><li>• Small organization</li><li>• Large organization</li></ul> | <ul style="list-style-type: none"><li>• Practical</li><li>• Third party reports</li><li>• Portfolio of evidence.</li><li>• Written texts</li><li>• Oral test.</li></ul> |

| Learning Outcome | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Suggested Assessment Methods |
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|                  | <ul style="list-style-type: none"> <li>• Duties and responsibilities of service personnel.</li> </ul> <p>1.3. Safety rules in the workshop</p> <p>1.4. PPEs in service.</p> <ul style="list-style-type: none"> <li>• Black leather low-heeled shoes</li> <li>• Black trouser/skirt</li> <li>• Bowtie</li> <li>• Half coat</li> <li>• Waiter's cloth</li> </ul> <p>1.5. Hygiene rules in the workshop</p> <p>1.5.1 Personal hygiene</p> <ul style="list-style-type: none"> <li>• Neat hair</li> <li>• Short nails</li> <li>• Clean uniform</li> </ul> <p>1.5.2 Environmental hygiene</p> <ul style="list-style-type: none"> <li>• Cleaning the restaurant</li> <li>• Cleaning work surfaces</li> </ul> <p>1.6. Conservation of resources</p> <ul style="list-style-type: none"> <li>• Fuel</li> <li>• Water</li> <li>• Energy</li> <li>• Food commodities</li> </ul> <p>1.7. Mis en scene task</p> <ul style="list-style-type: none"> <li>• Lighting the room</li> <li>• High dusting</li> <li>• Low dusting</li> <li>• Wiping surfaces</li> <li>• Cleaning windows and doors</li> <li>• Cleaning furniture</li> <li>• Cleaning floor</li> </ul> <p>1.8. Cleaning materials and equipment</p> <ul style="list-style-type: none"> <li>• Detergents</li> <li>• Mops</li> <li>• Mop bucket</li> <li>• Cob web remover</li> <li>• Dust pan</li> <li>• Sanitizers</li> <li>• Cleaning cloth</li> <li>• Wipes</li> <li>• Bin</li> <li>• Broom</li> <li>• Brush</li> </ul> |                              |

| Learning Outcome                 | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Suggested Assessment Methods                |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
|                                  | <p>1.9. Cleaning procedures</p> <ul style="list-style-type: none"> <li>• Dusting</li> <li>• Sweeping</li> <li>• Mopping</li> <li>• Vacuum cleaning</li> <li>• Scrubbing</li> </ul> <p>1.10. Floor types and finishes.</p> <ul style="list-style-type: none"> <li>• Terrazzo</li> <li>• Wooden</li> <li>• Tiled</li> <li>• Linoleum</li> <li>• Thermoplastic</li> <li>• Carpeted</li> </ul> <p>2.0. Furniture, fittings and furnishing</p> <p>1.1.1 Types of furniture</p> <ul style="list-style-type: none"> <li>• Tables</li> <li>• Chairs</li> <li>• Buffet table</li> <li>• Sideboards</li> </ul> <ul style="list-style-type: none"> <li>➤ Consideration in stocking sideboard</li> <li>➤ Items stocked in a sideboard</li> </ul> <p>1.1.2 Fittings</p> <ul style="list-style-type: none"> <li>• Lighting</li> <li>• Wall hangings</li> <li>• Artwork</li> </ul> <p>1.1.3 Furnishing</p> <ul style="list-style-type: none"> <li>• Carpets</li> <li>• Curtains</li> </ul> <p>1.1.4 Factors to consider when planning dinning arrangements</p> <p>1.1.5 Dinning arrangements</p> <ul style="list-style-type: none"> <li>• Loose-module</li> <li>• Loose random</li> <li>• Booth</li> <li>• High density</li> <li>• Module</li> <li>• In situ</li> <li>• Bar and lounge areas</li> </ul> |                                             |
| 2. Perform mis -en- place duties | <p>3.1 Food and beverage service equipment and materials</p> <p>2.1.1. Tableware</p> <ul style="list-style-type: none"> <li>▪ Flatware</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Practical</p> <p>Third party reports</p> |

| Learning Outcome | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Suggested Assessment Methods                                         |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"> <li>▪ Cutlery</li> <li>▪ Hollowware</li> <li>▪ Storage and maintenance tableware.</li> </ul> <p>2.1.2. Special service equipment.</p> <ul style="list-style-type: none"> <li>▪ Teapots</li> <li>▪ Table number</li> <li>▪ Flower vase</li> <li>▪ Ashtray</li> <li>▪ Ice-cream coups</li> <li>▪ Butter knife</li> <li>▪ Cheese knife</li> <li>▪ Sugar tong</li> <li>▪ Cob holder</li> <li>▪ Nut cracker</li> <li>▪ Grape scissors</li> <li>▪ Sundae spoon</li> <li>▪ Fruit knife and fork</li> <li>▪ Carving board</li> <li>▪ Chaffing dishes</li> <li>▪ Sauce ladle</li> <li>▪ Service gears</li> </ul> <p>2.1.3. Crockery</p> <ul style="list-style-type: none"> <li>▪ Types of crockery <ul style="list-style-type: none"> <li>➤ Porcelain</li> <li>➤ Hotel earthen ware</li> <li>➤ Bone china</li> <li>➤ Stoneware</li> </ul> </li> <li>▪ Storage and maintenance of crockery.</li> </ul> <p>2.1.4. Glassware</p> <ul style="list-style-type: none"> <li>▪ Types of glassware</li> <li>▪ Storage and maintenance glassware.</li> </ul> <p>2.1.5. Disposables</p> <ul style="list-style-type: none"> <li>▪ Types of disposables <ul style="list-style-type: none"> <li>➤ Storage and cooking purpose</li> <li>➤ Decorations</li> <li>➤ Hygiene disposables</li> <li>➤ Packaging disposables</li> <li>➤ Service for food and beverage</li> </ul> </li> <li>▪ Advantages of disposables</li> <li>▪ Disadvantages of disposables.</li> </ul> <p>2.1.6. Trolley</p> <ul style="list-style-type: none"> <li>▪ Types of trolley and uses. <ul style="list-style-type: none"> <li>➤ Salad trolley</li> </ul> </li> </ul> | <p>Portfolio of evidence.</p> <p>Written texts</p> <p>Oral test.</p> |

| Learning Outcome | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Suggested Assessment Methods |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
|                  | <ul style="list-style-type: none"> <li>➤ Cheese trolley</li> <li>➤ Liqueur trolley</li> <li>➤ Wine trolley</li> <li>➤ Hors-d'oeuvre trolley</li> <li>➤ Fruit trolley</li> <li>▪ Care and maintenance trolley.</li> <li>2.1.7. Automatic vending machines- <ul style="list-style-type: none"> <li>▪ Types of vending machines <ul style="list-style-type: none"> <li>➤ Snack vending machine</li> <li>➤ Hot non-beverage vending machine</li> <li>➤ Cold non-alcoholic vending machine</li> <li>➤ Alcoholic vending machine</li> </ul> </li> <li>▪ Advantages vending machine</li> <li>▪ Disadvantages. vending machine</li> </ul> </li> <li>2.1.8. Factors to consider while purchasing food and beverage service equipment.</li> <li>2.2. Food and beverage service area and ancillary department <ul style="list-style-type: none"> <li>▪ Hotplate</li> <li>▪ Stillroom</li> <li>▪ Wash up</li> <li>▪ Spare linen store</li> <li>▪ Dispense bar</li> <li>▪ Silver room</li> </ul> </li> <li>2.3. Polishing equipment <ul style="list-style-type: none"> <li>▪ Glassware</li> <li>▪ Tableware's</li> <li>▪ Crockery</li> </ul> </li> <li>2.4. Stocking sideboard <ul style="list-style-type: none"> <li>▪ Items stocked in a sideboard</li> <li>▪ Considerable points in stocking sideboard.</li> </ul> </li> <li>2.5. Linen <ul style="list-style-type: none"> <li>2.5.1 Types of linen <ul style="list-style-type: none"> <li>▪ Waiters' cloth</li> <li>▪ Tablecloth</li> <li>▪ Napkin</li> <li>▪ Buffet cloth</li> <li>▪ Glass cloth</li> <li>▪ Tea cloth</li> <li>▪ Slip cloth</li> <li>▪ Skirting cloth</li> <li>▪ Sideboard liner</li> </ul> </li> </ul> </li> </ul> |                              |

| Learning Outcome | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Suggested Assessment Methods |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
|                  | <ul style="list-style-type: none"> <li>▪ Tray cloth.</li> <li>2.5.2. Uses of linen</li> <li>2.5.3. Storage and maintenance of linen.</li> <li>2.5.4. Laying tablecloth               <ul style="list-style-type: none"> <li>▪ Square table</li> <li>▪ Round table</li> <li>▪ Rectangular table</li> </ul> </li> <li>2.5.5. Napkin folds and application.               <ul style="list-style-type: none"> <li>▪ Bishop mitre</li> <li>▪ Cone</li> <li>▪ Candle</li> <li>▪ Fan</li> <li>▪ Cockscomb</li> <li>▪ Triple wave</li> <li>▪ Buffet</li> <li>▪ Rose</li> </ul> </li> <li>2.5.6. Skirting of tables               <ul style="list-style-type: none"> <li>▪ Box pleats</li> <li>▪ Knife pleats</li> <li>▪ Inverted pleats</li> <li>▪ Accordion pleats</li> <li>▪ Sunray pleats</li> <li>▪ Single pleats</li> <li>▪ Spiral pleats</li> </ul> </li> <li>2.6. Table accompaniments               <ul style="list-style-type: none"> <li>▪ Cruet set</li> <li>▪ Flower vase</li> <li>▪ Table number</li> <li>▪ Menu card</li> <li>▪ Condiment holder</li> <li>▪ Toothpick holder.</li> <li>▪ Beverage list.</li> </ul> </li> <li>2.7. Menu knowledge               <ul style="list-style-type: none"> <li>2.7.1 Menu                   <ul style="list-style-type: none"> <li>▪ Types of menus                       <ul style="list-style-type: none"> <li>▪ A' la carte menu</li> <li>▪ Table dhote menu</li> </ul> </li> <li>▪ Other types of menus                       <ul style="list-style-type: none"> <li>▪ Function menu</li> <li>▪ Speciality menu</li> <li>▪ Cyclic menu</li> <li>▪ Breakfast menu</li> <li>▪ Children menu</li> <li>▪ Dessert menu</li> <li>▪ Coffee house Menu</li> </ul> </li> </ul> </li> </ul> </li> </ul> |                              |

| Learning Outcome                       | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Suggested Assessment Methods                                                                                     |
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|                                        | <ul style="list-style-type: none"> <li>▪ Hospital menu</li> <li>▪ Functions of a menu.</li> <li>▪ Characteristics of menu card.</li> <li>▪ Factors to consider when planning menu.</li> </ul> <p>2.7.2 Menu card/beverage list</p> <ul style="list-style-type: none"> <li>▪ Design a menu card and beverage list.</li> <li>▪ Content and layout of a menu card and beverage list.</li> </ul> <p>2.8. Covers</p> <p>2.8.1. Types of covers</p> <ul style="list-style-type: none"> <li>▪ A' la carte cover</li> <li>▪ Table d' hotel cover</li> <li>▪ Standard cover</li> </ul> <p>2.8.2. Food accompaniments and covers</p> <p>2.8.3. Condiments</p> <ul style="list-style-type: none"> <li>▪ Ketchup</li> <li>▪ Mustard</li> <li>▪ Hot sauce</li> <li>▪ Mayonnaise</li> <li>▪ Soy sauce</li> </ul>                                                               |                                                                                                                  |
| 3. Carry out food and beverage service | <p>4.1 Food and beverage service</p> <p>3.1.1. Food and beverage service sequence</p> <ul style="list-style-type: none"> <li>▪ Confirm bookings and reservations.</li> <li>▪ Welcoming and seating dinners</li> <li>▪ Unfolding napkins.</li> <li>▪ Menu and beverage list presentation</li> <li>▪ Taking food and beverage orders.</li> <li>▪ Service of food and beverages</li> <li>▪ Clearing during service.</li> <li>▪ Billing</li> <li>▪ Dish washing</li> <li>▪ Clearing following service</li> </ul> <p>3.1.2. Methods of service</p> <ul style="list-style-type: none"> <li>▪ Table service <ul style="list-style-type: none"> <li>▪ Plate service</li> <li>▪ Silver service</li> <li>▪ Family service</li> <li>▪ French service</li> </ul> </li> <li>▪ Assisted service <ul style="list-style-type: none"> <li>▪ Buffet service</li> </ul> </li> </ul> | <p>Practical</p> <p>Third party reports</p> <p>Portfolio of evidence.</p> <p>Written texts</p> <p>Oral test.</p> |

| Learning Outcome | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Suggested Assessment Methods |
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|                  | <ul style="list-style-type: none"> <li>▪ Carvery service</li> <li>▪ Self –service</li> <li>▪ Cafeteria</li> <li>• Types of cafeterias <ul style="list-style-type: none"> <li>▪ Counter</li> <li>▪ Flee-flow cafeteria</li> <li>▪ Echelon</li> <li>▪ Carousel</li> <li>▪ Supermarkets</li> </ul> </li> <li>▪ Single point service. <ul style="list-style-type: none"> <li>▪ Automatic vending machine</li> <li>▪ Drive-thru.</li> <li>▪ Take-away</li> <li>▪ Fast food</li> <li>▪ Food court</li> <li>▪ Kiosks</li> </ul> </li> </ul> <p>3.1.3. Service of different types of beverages</p> <ul style="list-style-type: none"> <li>• Alcoholic beverages</li> <li>• Non-alcoholic beverages</li> <li>• Hot drinks</li> <li>• Cold drinks</li> </ul> <p>3.1.4. Orders taking methods</p> <ul style="list-style-type: none"> <li>• Duplicate</li> <li>• Triplicate</li> <li>• Pre-ordered</li> <li>• Service with order</li> </ul> <p>3.1.5. Special food checks</p> <ul style="list-style-type: none"> <li>• Suivant</li> <li>• Retour/en-place</li> <li>• Supplement</li> <li>• Accident</li> </ul> <p>3.1.6. Interpersonal skills</p> <ul style="list-style-type: none"> <li>• Dealing with customer complains</li> <li>• Dealing with children</li> <li>• Dealing with impaired vision/blind, deaf,</li> <li>• Dealing with person with communication difficulties</li> <li>• Dealing with limited mobility</li> <li>• Dealing with an ill customer</li> <li>• Dealing with spillages</li> <li>• Dealing with lost items</li> <li>• Dealing with suspicious items</li> </ul> <p>3.1.7. Billing methods</p> |                              |

| Learning Outcome | Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Suggested Assessment Methods |
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|                  | <ul style="list-style-type: none"> <li>• Separate bill</li> <li>• Bill with order</li> <li>• Pre-paid.</li> <li>• Voucher.</li> <li>• Bill as check.</li> <li>• No charge.</li> <li>• Deferred account.</li> </ul> <p>3.1.8 Methods of payments</p> <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Card,</li> <li>• Cheque,</li> <li>• Voucher</li> </ul> <p>3.3.9. Guest feedback</p> <ul style="list-style-type: none"> <li>• Customer meal experience.</li> <li>• Details on guest feedback form <ul style="list-style-type: none"> <li>▪ Quality of food and beverage</li> <li>▪ Level of service</li> <li>▪ Time management</li> <li>▪ Comfort and amenities</li> <li>▪ Value for money</li> <li>▪ Dining experience</li> <li>▪ Cleanliness</li> <li>▪ Ambience</li> <li>▪ Overall experience</li> <li>▪ Areas of improvement.</li> </ul> </li> <li>• Illustration of a guest feedback form.</li> </ul> <p>3.3.10. Post food and beverage service duties</p> <ul style="list-style-type: none"> <li>• Final clearance <ul style="list-style-type: none"> <li>▪ Stripping of tables</li> <li>▪ Cleaning the restaurant</li> <li>▪ Return food items to the store</li> <li>▪ Stripping sideboard</li> <li>▪ Return equipment in the store</li> <li>▪ Re-clothing of tables</li> <li>▪ Re- laying of restaurant.</li> </ul> </li> <li>• Waste disposal <ul style="list-style-type: none"> <li>▪ Solid waste</li> <li>▪ Liquid waste</li> <li>▪ Bio-degradable</li> <li>▪ Non-degradable</li> </ul> </li> </ul> |                              |

## Suggested Methods of delivery

Demonstration

Practical

Direct instruction

Group discussions

Projects

## RECOMMENDED RESOURCES FOR 25 TRAINEES

| NO. | ITEM                                                                                   | QUANTITY                                                                                | Recommended Ratio<br>(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<br>(Item: Trainee) |
|-----|------|----------|--------------------------------------|
|-----|------|----------|--------------------------------------|

|     |                      |                                                                                                                     |      |
|-----|----------------------|---------------------------------------------------------------------------------------------------------------------|------|
| 1.  | Flatware             | 100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon)                                        | 1:4  |
| 2.  | Crockeries           | 100 each (Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups) | 1:4  |
| 3.  | Cutlery              | each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks)                               | 1:4  |
| 4.  | Hollowware           | 25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups)                                            | 1:4  |
| 5.  | Trays                | 25                                                                                                                  | 1:1  |
| 6.  | Salvers              | 25                                                                                                                  | 1:1  |
| 7.  | Water glasses        | 100                                                                                                                 | 1:4  |
| 8.  | Water jugs           | 25                                                                                                                  | 1:1  |
| 9.  | Table accompaniments | 25 Cruet set, table number, toothpick holder, ashtray, condiment holder,)                                           | 1:1  |
| 10. | Commercial hotplates | 2                                                                                                                   | 1:13 |

#### Furniture

| NO. | ITEM            | QUANTITY | Recommended Ratio<br>(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<br>(Item: Trainee) |
|----|-----------------|------------|--------------------------------------|
| 1. | Detergent       | 400 litres | 1:15                                 |
| 2. | Bar soap        | 25 bars    | 1:1                                  |
| 3. | Scouring pads   | 12         | 1:2                                  |
| 4. | Steel wool      | 5          | 1:5                                  |
| 5. | Window cleaner  | 5          | 1:5                                  |
| 6. | Yellow dusters  | 5          | 1:5                                  |
| 7. | Sanitizers      | 5          | 1:5                                  |
| 8. | Wipes           | 5          | 1:5                                  |
| 9. | Cleaning cloths | 5          | 1:5                                  |

### Cleaning equipment

| NO. | ITEM            | QUANTITY | Recommended Ratio<br>(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<br>(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<br>(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        |