

## FOOD AND BEVERAGE SERVICE TECHNIQUES

UNIT CODE: 1013 451 09 A

TVET CDACC UNIT CODE: HOS/OS/FBS/CR/02/5/MA

UNIT DURATION: 100 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	30
2.	Carry out specialized service	30
3.	Carry out breakfast and afternoon tea service	40
<b>Total</b>		<b>100</b>

### Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Perform food and beverage technical skills	1.1 Service equipment and materials <ul style="list-style-type: none"><li>• Flatware</li><li>• Cutleries</li><li>• Hollowware</li><li>• Glassware</li><li>• Specialized service equipment</li><li>• Furniture<ul style="list-style-type: none"><li>○ Tables</li><li>○ Chairs</li></ul></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>

	<ul style="list-style-type: none"> <li>○ Trolleys</li> <li>○ Side board</li> <li>- Sideboards board layout</li> <li>- Factors affecting stocking of a sideboard</li> <li>● Linens</li> </ul> <p>1.2 Service equipment cleaning and polishing</p> <ul style="list-style-type: none"> <li>● Importance of cleaning and polishing</li> <li>● Cleaning and polishing service equipment</li> </ul> <p>1.3 Food and Beverage Service technical skills</p> <ul style="list-style-type: none"> <li>● Introduction to technical skills</li> <li>● Importance of technical skills</li> <li>● Spoon and fork manipulation</li> <li>● Plate Carrying techniques</li> <li>● Using a silver salver</li> <li>● Use of a service plate</li> <li>● Glass Carrying techniques</li> <li>● Using large trays</li> <li>● Table skirting</li> <li>● Napkin folds</li> </ul> <p>Table setting</p>	
<p>2. Carry out specialized service</p>	<p>5.4 Introduction to specialized service</p> <p>2.1.1 Specialized forms of service</p> <ul style="list-style-type: none"> <li>● Floor/room service</li> <li>● Lounge service</li> <li>● Hospital/tray service</li> <li>● Home delivery</li> <li>● Airline tray service</li> <li>● Rail service</li> <li>● Gueridon service</li> </ul> <p>5.5 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>5.6 Taking orders in specialized service</p>	<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>

	<ul style="list-style-type: none"> <li>▪ Room service order taking <ul style="list-style-type: none"> <li>✓ Telephone.</li> <li>✓ Email.</li> <li>✓ Door hanger</li> </ul> </li> <li>▪ Details filled in an order pad <ul style="list-style-type: none"> <li>• Name</li> <li>• Room number</li> <li>• Food and beverage order</li> <li>• Time</li> </ul> </li> </ul> <p>5.7 specialized service equipment and materials.; Identify</p> <ul style="list-style-type: none"> <li>▪ Special service equipment.</li> <li>▪ Tableware</li> <li>▪ Furniture</li> <li>▪ Crockery</li> <li>▪ Glassware</li> <li>▪ Linen</li> <li>▪ Disposables</li> </ul> <p>5.8 Preparation for specialized service</p> <ul style="list-style-type: none"> <li>▪ Polishing equipment</li> <li>▪ Arranging trolley/tray</li> </ul> <p>5.9 Billing and handling payments</p> <ul style="list-style-type: none"> <li>▪ Deferred account</li> <li>▪ Cheque</li> </ul> <p>5.10 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>5.11 Post food and beverage service</p> <ul style="list-style-type: none"> <li>• Final clearing of guest rooms</li> </ul>	
<p>3. Carry out breakfast service and afternoon tea</p>	<p>3.1 Introduction to breakfast service</p> <p>3.1.1 Types of breakfast</p> <ul style="list-style-type: none"> <li>• Full breakfast</li> <li>• Continental breakfast</li> </ul> <p>3.1.2 Importance of breakfast service</p> <p>3.1.3 Components of breakfast</p> <p>3.1.4 Breakfast menus</p>	<ul style="list-style-type: none"> <li>• Practical</li> <li>• Third party reports</li> <li>• Portfolio of evidence.</li> <li>• Written texts</li> </ul>

	3.1.5 Breakfast covers 3.2 Introduction to afternoon tea 3.2.1 Types of afternoon tea <ul style="list-style-type: none"> <li>• Full afternoon tea</li> <li>• High tea</li> <li>• Reception/ buffet tea</li> </ul> 3.2.2 Importance of afternoon tea 3.2.3 Components of afternoon tea 3.2.4 Afternoon tea menus 3.2.5 Afternoon tea covers	<ul style="list-style-type: none"> <li>• Oral test</li> </ul>
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### 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
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			<b>(Item: Trainee)</b>
	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

<b>NO.</b>	<b>ITEM</b>	<b>QUANTITY</b>	<b>Recommended Ratio (Item: Trainee)</b>
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

<b>NO</b>	<b>ITEM</b>	<b>QUANTITY</b>	<b>Recommended Ratio (Item: Trainee)</b>
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

<b>NO.</b>	<b>ITEM</b>	<b>QUANTITY</b>	<b>Recommended Ratio (Item: Trainee)</b>
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

<b>NO</b>	<b>ITEM</b>	<b>QUANTITY</b>	<b>Recommended Ratio (Item: Trainee)</b>
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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

<b>NO</b>	<b>ITEM</b>	<b>QUANTITY</b>	<b>Recommended Ratio (Item: Trainee)</b>
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
1.	Desktops	3	1: 9
2.	Laptops	3	1:9
3.	Smartphones	4	1:7
4.	Tablets	4	1:7
5.	Smartwatches	6	1:5
6.	Wall Clocks	2	1:13