

BANQUETS AND EVENTS OPERATIONS

UNIT CODE: 1013 551 15 A

TVET CDACC UNIT CODE: HOSCU/FBO/CR/01/3/MA

UNIT DURATION: 180 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 Carrying out mis en scene for banquets and events, performing banquets and events operations and performing post banqueting tasks.

Summary of learning outcomes

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

S/No	Learning Outcomes	Duration (Hours)
1.	Carry out mis en scene for banquets and events	30
2.	Carry out mis en place for banquets and events	50
3.	Perform banquets and events operations	60
4.	Perform post banqueting tasks	40
Total		180

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	<p>1.1 Introduction to banqueting</p> <ul style="list-style-type: none">• Definition<ul style="list-style-type: none">▪ Banquets▪ Events▪ Banquets menu <p>1.1.1 Banqueting staff and responsibilities</p> <ul style="list-style-type: none">• Banqueting manager• Banqueting sale manager• Banqueting supervisor• Banquet waiter	<ul style="list-style-type: none">• Practical• Projects• Portfolio of Evidence• Written tests• Oral tests

Learning outcome	Content	Suggested Assessment methods
	<ul style="list-style-type: none"> • Bar man • Wine waiter • Causal staff • Porter <p>1.2 Types of functions</p> <p>1.2.1 Professional functions</p> <ul style="list-style-type: none"> • Meetings • Conferences • Exhibitions • Incentives <p>1.2.2 Social functions</p> <ul style="list-style-type: none"> • Wedding • Birthdays • Burials • Baby Shower • Anniversaries <p>1.2.3 State functions</p> <ul style="list-style-type: none"> ▪ Public holidays <p>1.3 Banqueting booking and reservation</p> <ul style="list-style-type: none"> ▪ Documents used in banquet booking <ul style="list-style-type: none"> ○ Function book ○ Contract agreement ○ Function sheet <p>1.4 PPES for service</p> <ul style="list-style-type: none"> • Black leather low heeled shoes • Hair nets • Black trousers/skirts • White Blouse/shirt • Half coat • Bowtie • Hygiene gloves • Waiters' cloth 	

Learning outcome	Content	Suggested Assessment methods
	<p>1.5 Occupational safety and hygiene practices</p> <p>1.5.1 Safety rules in events</p> <ul style="list-style-type: none"> • Clear marked emergency exits • Fire alarms • Fire extinguishers in place • Crowd management • Security measures • Fire assembly point • Clear instructions on safety displayed <p>1.6 Hygiene rules for events</p> <p>1.6.1 Environmental hygiene</p> <p>1.6.2 Hygiene and sanitation in food and beverage event.</p> <p>1.6.3 Conservation of resources</p> <ul style="list-style-type: none"> • Fuel • Water • Energy • Time • Food commodities <p>1.6.4 Materials</p> <p>1.6.5 Cleaning material and equipment</p> <ul style="list-style-type: none"> • Detergents • Mops • Mop bucket • Dust pan • Broom • Sanitisers • Wipes • Cleaning cloths • Cob web remover <p>1.6.6 Cleaning procedures</p> <ul style="list-style-type: none"> • High dusting • Low Dusting • Sweeping • Wiping Surfaces 	

Learning outcome	Content	Suggested Assessment methods
	<ul style="list-style-type: none"> • Mopping <p>1.6.7 Types of floors</p> <ul style="list-style-type: none"> • Carpeted • Terrazzo • Tiled • Wooden <p>1.6.8 Furniture arrangement / Layouts</p> <ul style="list-style-type: none"> • U- Shaped • T-Shaped • V-Shaped • Square • E Or Comb shaped <p>1.6.9 Décor interpretation</p> <ul style="list-style-type: none"> ▪ Decorations for different functions <ul style="list-style-type: none"> ○ Wall hanging ○ Floral ○ Drapery ○ Carvings ○ Wall paintings ○ Lightings 	
2. Carry out mis en place banquets and events	<p>2.1 Banquets and events equipment's</p> <p>2.1.1 Cutlery</p> <ul style="list-style-type: none"> • Joint knives • Wine knives • Fish knives • Side knives • Fruit knives • Steak knives <p>2.1.2 Flatware</p> <ul style="list-style-type: none"> • Soup spoon • Sweet spoon • Tea spoon • Bar spoon • Coffee spoon • Joint fork <p>2.1.3 Crockery</p> <ul style="list-style-type: none"> • Side plate • Soup plate 	<ul style="list-style-type: none"> • Practical • Projects • Portfolio of Evidence • Written tests • Oral tests

Learning outcome	Content	Suggested Assessment methods
	<ul style="list-style-type: none"> • Dessert plate • Fish plate • Service plate • Fruit plate <p>2.1.4 Hollowware</p> <ul style="list-style-type: none"> • Serving dishes • Coffee pots • Sugar dish • protein bowls • vegetable dish <p>2.1.5 Glassware</p> <ul style="list-style-type: none"> • Water glasses • Wine glasses • Juice glasses <p>2.1.6 Large banquets service equipment</p> <ul style="list-style-type: none"> • Chaffing dishes • Trolley • Plate warmers • Service trays <p>2.1.7 Linen</p> <ul style="list-style-type: none"> • Table cloth • skirting's • Molton • Slip cloth • Buffet cloth • Napkins • Seat covers <p>2.1.1 Disposables</p> <ul style="list-style-type: none"> • Plates • Spoons and forks • Plastic cups • Napkins • Paper cups <p>2.2 Polishing of equipment</p> <p>2.3 Procedure of polishing cutlery</p> <p>2.4 Procedure of polishing glassware</p> <p>2.5 Laying the linen</p> <ul style="list-style-type: none"> • square tables 	

Learning outcome	Content	Suggested Assessment methods
	<ul style="list-style-type: none"> • buffet tables <p>2.6 Table accompaniments</p> <ul style="list-style-type: none"> • Flower vases • Cruets • Table number • Menu cards • toothpick holder <p>2.7 Covers</p> <ul style="list-style-type: none"> • Table d 'hotel cover • A la carte cover • Standard menu <p>2.8 Customer relations</p> <p>2.9 Challenges in management of banqueting operations</p> <p>Preparation of banquet and event service report</p>	
3.Perform banquets and events operations	<p>3.1 Banquet service procedure</p> <ul style="list-style-type: none"> • Welcoming the guests • Seating the guests <p>3.2 Food service methods in events</p> <ul style="list-style-type: none"> • Buffet service • Table service • Silver service • Family service • Specialized service • Plate service • Wave service • Self service • Cafeteria service <p>3.3 Banquets beverage service ways</p> <ul style="list-style-type: none"> • Open or closed bars • Cash bars • Wine service • Host bar • Corkage <p>3.4 Clearance procedures</p> <p>3.5 Billing methods</p> <ul style="list-style-type: none"> • Pre-paid • Bill with order 	<ul style="list-style-type: none"> • Practical • Projects • Portfolio of evidence • Written tests • Oral tests

Learning outcome	Content	Suggested Assessment methods
4. Perform post banqueting tasks	<p>4.1 Striping linens and sorting</p> <ul style="list-style-type: none"> ▪ Table cloths ▪ Buffets cloths ▪ Slip cloths ▪ Seat covers ▪ Skirting cloths <p>4.2 Cleaning tools, equipment and materials</p> <ul style="list-style-type: none"> ▪ Drying tools, equipment and materials <p>4.3 Storing tools, equipment and materials</p> <p>Cleaning the restaurant /service areas</p>	<ul style="list-style-type: none"> • 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	

NO.	ITEM	QUANTITY	Recommended Ratio (Item: Trainee)
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

NO.	ITEM	QUANTITY	Recommended Ratio (Item: Trainee)
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)
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 (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

NO	ITEM	QUANTITY	Recommended Ratio (Item: Trainee)
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		

COMMUNICATION SKILLS

ISCED UNIT CODE: 0031 551 11A

TVET CDACC UNIT CODE: HOS/CU/FBO/BC/02/5/MA

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 applying communication channels, written communication skills, non-verbal skills, oral communication skills and group communication skills.

Summary of learning outcomes

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

S/No	Learning Outcomes	Duration (Hours)
1.	Apply communication channels.	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	1.1 Communication process 1.2 Principles of effective communication 1.3 Channels/medium/modes of communication 1.4 Factors to consider when selecting a channel of communication	<ul style="list-style-type: none">• Oral questions• Written assessment• Observation• Portfolio of Evidence• Practical assessment• Third party report