

PERFORM BANQUET AND EVENTS OPERATIONS

UNIT CODE: 1013 551 15A

TVET CDACC UNIT CODE: HOS/OS/FBS/CR/02/4/MA

UNIT DESCRIPTION

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

The unit is applicable in the hospitality industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function.	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Carry out mis en scene for banquets and events	1.1 PPEs are donned as per work procedure. 1.2 <i>Cleaning materials and equipment</i> are selected and assembled as per work procedure 1.3 Floor is cleaned as per <i>floor type</i> . 1.4 <i>Furniture</i> is arranged as per the <i>event</i> . 1.5 <i>Décor</i> is set as per the event.
2. Carry out mis en place for banquets and events	<i>2.1 Service equipment and materials</i> collected and assembled as per the event <i>2.2</i> Service equipment are polished as per the event. <i>2.3 Linen</i> is laid as per the event. <i>2.4 Table accompaniments</i> are prepared as per the event. <i>2.5 Covers</i> are set as per the event.
3. Perform banquets and events and operations	3.1 Guests are welcomed and seated as per service procedure

	<p>3.2 Food and beverages are served as per <i>method of service</i></p> <p>3.3 Clearing is done as per service /work procedure.</p> <p>3.4 Billing is done as per service /work procedure.</p>
4. Perform post banqueting tasks	<p>4.1 Linen is stripped and sorted appropriately</p> <p>4.2 Tools, equipment and materials are cleaned and dried as per work procedure.</p> <p>4.3 Tools and equipment are stored appropriately</p> <p>4.4 Restaurant is cleaned as per work procedures</p>

RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Cleaning materials and equipment: may include but not limited to;	<ul style="list-style-type: none"> • Detergent • Mops • Mop buckets • Dust pan • Broom • Sanitizers • Wipes • Cleaning cloths • Cobweb broom
2. Floor type may include but not limited to;	<ul style="list-style-type: none"> • Wooden floor • Tiled floor • Terrazzo floor • Carpeted floor

3. Furniture may include but not limited to;	<ul style="list-style-type: none"> • Tables • Chairs • Sideboard
4. Event may include but not limited to:	<ul style="list-style-type: none"> • Weddings • Birthdays • Anniversaries • Burials • Baby shower • Meetings • Exhibitions • Incentives • Conferences
5. Décor may include but not limited to;	<ul style="list-style-type: none"> • Floral • Wall hangings • Wall paintings • Carvings • Lighting's • Drapery
6. Service equipment and materials may include but not limited to;	<ul style="list-style-type: none"> • Cutlery • Crockery • Flatware • Hollowware • Glassware
7. Linen may include but limited to;	<ul style="list-style-type: none"> • Tablecloth • Skirting • Molton • Slip cloth • Buffet cloth • Napkins

	<ul style="list-style-type: none"> • Seat covers
8. Table accompaniment may include but not limited to;	<ul style="list-style-type: none"> • Cruets- salt shaker, pepper shaker • Table numbers • Menu cards • Flower vase • Tooth pick
9. Covers may include but not limited to;	<ul style="list-style-type: none"> • Standard • Table d'hôtel • Alacarte
10. Method of service may include but not limited to;	<ul style="list-style-type: none"> • Plate • Silver • Buffet • Specialized • cafeteria

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required knowledge

The individual needs to demonstrate knowledge of:

Banqueting operation

- Property management
- Hygiene and sanitation
- Principles of management
- Safety

Required skills

The individual needs to demonstrate the following skills:

- Service
- Basic service techniques
- Time management
- Interpersonal
- Analytical
- Leadership
- Listening
- Attention to detail
- Report writing
- Interpersonal
- Entrepreneurial
- Critical thinking
- Information Technology (IT)
- Customer care

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Donned PPE's as per work procedure.</p> <p>1.2 Selected and assembled cleaning materials and equipment as per work procedure</p> <p>1.3 Arranged furniture as per the event.</p> <p>1.4 Set décor as per the event.</p> <p>1.5 Collected and assembled service equipment and materials as per the event</p> <p>1.6 Polished service equipment as per the event.</p> <p>1.7 Laid linen as per the event.</p> <p>1.8 Prepared table accompaniments as per the event.</p> <p>1.9 Set covers as per the event.</p>
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	<p>1.10 Welcomed and sat Guests as per service procedure</p> <p>1.11 Served food and beverages as per method of service</p>
2. Resource implications	<p>2.1 The following resources should be provided:</p> <ul style="list-style-type: none"> a) Appropriately simulated environment where assessment can take place b) Access to relevant work environment c) Resources relevant to the proposed activities or tasks
3. Methods of assessment	<p>3.1 Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> ● Practical ● Written test ● Portfolio of evidence ● Projects ● Oral test
4. Context of assessment	<p>4.1 This competency may be assessed in a training institution or a simulated workplace</p>
5. Guidance information for assessment	<p>5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.</p>