

FOOD AND BEVERAGE OPERATIONS MANAGEMENT PRINCIPLES

UNIT CODE: 1013 551 22A

TVET CDACC UNIT CODE: HOSCU/FBM/CC/05/6/MA

UNIT DURATION: 250 Hours

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Apply principles of management in food and beverage operations.

Unit description

This unit of learning covers the learning outcomes, content, assessment methods, delivery methods, and resources required for Food and beverage management. It involves preparing a food and beverage production and service work plan, organizing food and beverage production and service, and controlling food and beverage production and service operations.

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.	<p>1.1 Definition of terms</p> <ul style="list-style-type: none">• Work plan• Food and beverage• Food and beverage work layout <p>1.4.1 food and beverage production and service objectives</p> <ul style="list-style-type: none">• Guest comfort and satisfaction• Safety and security• Operational efficiency	<ul style="list-style-type: none">• Practical• Project• Portfolio of evidence• Third Party Reports• Written assessments• Oral questioning

Learning outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Sustainability. • Revenue generation <p>1.1.2 Supervisory aspects</p> <ul style="list-style-type: none"> • Decision making • Leadership and guidance • Performance management • Communication • Conflict resolution • Training and development • Delegation of duties. • Resource allocation. <p>1.1.3 Attributes of a food and beverage manager.</p> <ul style="list-style-type: none"> • Professional attributes • Personal attributes. • Technical attributes. <p>1.1.4 Duties of a food and beverage manager.</p> <ul style="list-style-type: none"> • Room management • Staff supervision • Budgeting and financial oversight • Health and safety compliance • Facility maintenance • Marketing and promoting. • Record keeping and reporting. • Crisis management. <p>1.1.5 Elements of management.</p> <ul style="list-style-type: none"> • Forecasting and planning • Organizing • Commanding • Coordinating • Controlling <p>1.1.5 Skills for effective supervision</p> <ul style="list-style-type: none"> • Technical skills • People skills • Conceptual skills <p>1.2 Identify food and beverage production and service activities</p> <ul style="list-style-type: none"> • Food production 	

Learning outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Food and beverage Service <p>1.1 Identify food and beverage production and service materials and equipment.</p> <p>Production equipment</p> <ul style="list-style-type: none"> • Ovens • Fridges • Sauce pans • Deep freezers • Dough mixers • Grillers • Cooking ranges • Coffee making machines <p>Production materials</p> <ul style="list-style-type: none"> • Flour • Sea foods • Poultry • Vegetables • Dairy products • Fruits • Fungi foods • Butchery <p>Food and beverage Service equipment</p> <ul style="list-style-type: none"> • Table wares • Microwaves • Hot plate • Fridges • Glassware • Furniture • Crockery • Hollow ware <p>Food and beverage Service materials</p> <ul style="list-style-type: none"> • Beverages • Linens • Table accompaniments\ • Food items • Tobacco and cigars • Accessories 	

Learning outcome	Content	Suggested Assessment Methods
	<p>1.4 Prepare food and beverage production and service activities work schedule</p> <ul style="list-style-type: none"> • Timed order of work • Work shifts <p>1.1 Prepare food and beverage production and service budget.</p> <ul style="list-style-type: none"> • Define a budget. • Types of budgets. • Importance of a budget. • Factors to consider when preparing a budget. 	
<p>2 Organize food and beverage production and service.</p>	<p>2.1 Definition of terms.</p> <ul style="list-style-type: none"> • Food and beverage resources • Risk mitigation • Coordination <p>2.1.1 Allocate food and beverage production and service duties</p> <ul style="list-style-type: none"> • food preparation and presentation • food service • customer service • event catering • cleaning of surfaces • customers security and safety • coordination with other departments <p>2.2 Allocate food and beverage production and service resources</p> <ul style="list-style-type: none"> • Kitchen equipment's • Staff and skills • Ingredients and supplies • Technology and software • Facilities • Utilities <p>2.3 Coordinate food and beverage production and service activities.</p> <p>2.4 Apply risk mitigation measures</p> <ul style="list-style-type: none"> • Food safety and hygiene • Fire and safety measures • Health and well-being 	<ul style="list-style-type: none"> • Practical • Project • Portfolio of evidence • Third Party Reports • Written assessments <p>Oral questioning</p>

Learning outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Risk management for customers 	
<p>3. Control food and beverage production and service operations</p>	<p>3.1 Definition of terms</p> <ul style="list-style-type: none"> • Staff training • Staff performance • Staff motivation • Monitor • Operational performance • Food and beverage revenue • Operational performance report. <p>3.1.1 Coordinate food and beverage production and service operations</p> <ul style="list-style-type: none"> • Food production • Food service • Accommodation • Housekeeping • Maintenance • Accounts department <p>3.1.1 Monitor food and beverage production and service resources.</p> <p>3.1.2 Conduct food and beverage production and service staff training.</p> <ul style="list-style-type: none"> • Health and safety • Customer service • Communication • Compliance • Managerial training <p>3.1.3 Evaluate food and beverage production and service staff performance.</p> <ul style="list-style-type: none"> • Customer service skills • Product knowledge • Efficiency and organization • Team work • Guest interaction • Professionalism and appearance • Crisis management <p>3.2 Conduct food and beverage production and service staff motivation.</p> <ul style="list-style-type: none"> • Training and development 	<ul style="list-style-type: none"> • Practical • Project • Portfolio of evidence • Third Party Reports • Written assessments • Oral questioning

Learning outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> • Mentorship programs • Rewarding of staff • Safe and comfortable work environment <p>3.3 Monitor food and beverage production and service revenue.</p> <p>3.4 Prepare food and beverage production and service operational performance reports.</p> <ul style="list-style-type: none"> • Customer satisfaction scores • Service efficiency • Food cost percentage • Revenue • Facilities management 	

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
1.	Flatware	100 each (service spoons, sweet spoons, tea spoon, soup spoon, coffee spoon)
2.	Crockeries	100 each (Dinner plates, fish plates, sweet plates, side plates, soup plates, coffee cups, consommé cups, tea cups)
3.	Cutlery	100 each (Joint knives, joint forks, fish forks, fish knives, side knives, dessert forks)
4.	Hollowware	25 (coffee pots, milk jugs, sugar dish, sauce boat, protein dish, coups)
5.	Trays	30
6.	Salvers	30
7.	Water glasses	100
8.	Water jugs	25
9.	Table accompaniments	25 Cruet set, table number, toothpick holder, ashtray, condiment holder,)
10.	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
1.	Detergent	400 litres
2.	Bar soap	30 bars
3.	Scouring pads	12
4.	Steel wool	5
5.	Window cleaner	5
6.	Yellow dusters	5
7.	Sanitizers	5
8.	Wipes	5
9.	Cleaning cloths	5

Cleaning equipment

NO.	ITEM	QUANTITY
1.	Cobweb removers	5
2.	Soft brush	5
3.	Dustpan & brush	5

NO.	ITEM	QUANTITY
4.	Mops	5
5.	Mop buckets	5
6.	Hard brushes	5
7.	Squeezers	5
8.	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