

**APPLY PRINCIPLES OF MANAGEMENT IN FOOD AND BEVERAGE OPERATIONS.**

**UNIT CODE: 1013 551 22A**

**TVET CDACC UNIT CODE: HOS/OS/FBM/CC/05/6/MA**

**UNIT DESCRIPTION:**

This unit describes competencies required to apply principles of management in food and beverage operations. It involves preparation of food and beverage production and service work plans, organizing food and beverage production and service and controlling food and beverage production and service. The unit is applicable in the hospitality industry.

**ELEMENTS AND PERFORMANCE CRITERIA**

<b>ELEMENT</b> These describe the key outcomes which make up workplace function.	<b>PERFORMANCE CRITERIA</b> These are assessable statements which specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Prepare food and beverage production and service work plan.	1.1 Objectives of food and beverage production and service are identified as per organization goals. 1.2 Food and beverage production and service <i>activities</i> are identified as per work requirement. 1.3 Food and beverage production and service <i>materials and equipment</i> are identified as per work requirement. 1.4 Food and beverage production and service activities work schedule is prepared as per work procedure. 1.5 Food and beverage production and service budget is prepared as per work requirement.
2. Organize food and beverage production and service	2.1 Food and beverage production and service <i>duties</i> allocation is carried out as per work requirement. 2.2 Food and beverage production and service <i>resources</i> are allocated as per work requirement. 2.3 Coordination of food and beverage production and service accommodation activities is performed as per work requirement 2.4 <i>Risk mitigation measures</i> are applied as per workplace policy.
3. Control food and beverage production and service	3.1 Food and beverage production and service <i>operations</i> are coordinated as per work procedures. 3.2 Food and beverage production and service resources are monitored as per workplace policy. 3.3 Food and beverage production and service <i>staff training</i> is conducted as per work requirement. 3.4 Food and beverage production and service <i>staff performance</i> is evaluated as per work policy 3.5 Food and beverage production and service <i>staff motivation</i> is conducted as per workplace policy.

	<p>3.6 Food and beverage production and service revenue is monitored as per workplace policy.</p> <p>3.7 Food and beverage production and service <i>operational performance reports</i> are prepared as per workplace policy.</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
food and beverage activities may include but not limited to:	<ul style="list-style-type: none"> <li>• Food production</li> <li>• Food and beverage Service</li> <li>• Housekeeping</li> <li>• Laundry</li> <li>• Front office</li> </ul>
food and beverage materials and equipment may include but not limited to:	Production equipment <ul style="list-style-type: none"> <li>• Ovens</li> <li>• Fridges</li> <li>• Sauce pans</li> <li>• Deep freezers</li> <li>• Dough mixers</li> <li>• Grillers</li> <li>• Cooking ranges</li> <li>• Coffee making machines</li> </ul> Production materials <ul style="list-style-type: none"> <li>• Flour</li> <li>• Sea foods</li> <li>• Poultry</li> <li>• Vegetables</li> <li>• Dairy products</li> <li>• Fruits</li> <li>• Fungi foods</li> <li>• Butchery</li> </ul> Food and beverage Service equipment <ul style="list-style-type: none"> <li>• Table wares</li> <li>• Microwaves</li> <li>• Hot plate</li> <li>• Fridges</li> <li>• Glassware</li> <li>• Furniture</li> <li>• Crockery</li> <li>• Hollow ware</li> </ul>

	<p>Food and beverage Service materials</p> <ul style="list-style-type: none"> <li>• Beverages</li> <li>• Linens</li> <li>• Table accompaniments\</li> <li>• Food items</li> <li>• Tobacco and cigars</li> <li>• Accessories</li> </ul>
Food and beverage duties may include but not limited to:	<p>Duties</p> <ul style="list-style-type: none"> <li>• food preparation and presentation</li> <li>• food service</li> <li>• customer service</li> <li>• event catering</li> <li>• room preparation</li> <li>• cleaning of surfaces</li> <li>• customers security and safety</li> <li>• coordination with other department</li> </ul>
Food and beverage resources may include but not limited to:	<p>Resources</p> <ul style="list-style-type: none"> <li>• Kitchen equipment's</li> <li>• Staff and skills</li> <li>• Ingredients and supplies</li> <li>• Technology and software</li> <li>• Facilities</li> <li>• Utilities</li> </ul>
Risk mitigation measures may include but not limited to:	<p>Mitigation measures</p> <ul style="list-style-type: none"> <li>• Food safety and hygiene</li> <li>• Fire and safety measures</li> <li>• Health and well-being</li> <li>• Risk management for customers</li> </ul>
food and beverage operations may include but not limited to:	<ul style="list-style-type: none"> <li>• Food production</li> <li>• Food service</li> </ul>
food and beverage operations staff training may include but not limited to:	<p>Staff training</p> <ul style="list-style-type: none"> <li>• Health and safety</li> <li>• Customer service</li> <li>• Communication</li> <li>• Compliance</li> <li>• Managerial training</li> </ul>
food and beverage staff performance may include but not limited to:	<p>Staff performance</p> <ul style="list-style-type: none"> <li>• Customer service skills</li> <li>• Product knowledge</li> <li>• Efficiency and organization</li> <li>• Team work</li> </ul>

	<ul style="list-style-type: none"> <li>• Guest interaction</li> <li>• Professionalism and appearance</li> <li>• Crisis management</li> </ul>
food and beverage staff motivation may include but not limited to:	<p>Staff motivation</p> <ul style="list-style-type: none"> <li>• Training and development</li> <li>• Mentorship programs</li> <li>• Rewarding of staff</li> <li>• Safe and comfortable work environment</li> </ul>
food and beverage operational performance report may include but not limited to:	<p>Operational performance report</p> <ul style="list-style-type: none"> <li>• Customer satisfaction scores</li> <li>• Service efficiency</li> <li>• Food cost percentage</li> <li>• Revenue</li> <li>• Facilities management</li> </ul>

## 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:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Menu knowledge</li> <li>• Hotel management</li> <li>• Basic culinary techniques</li> <li>• Hygiene and sanitation</li> <li>• Principles of management</li> <li>• Cost control</li> <li>• Digital literacy</li> </ul> | <ul style="list-style-type: none"> <li>• Nutrition and diet therapy</li> <li>• Numeracy skills</li> <li>• Accounting</li> <li>• Food regulation</li> <li>• Environmental literacy</li> <li>• Safety</li> <li>• Food hygiene</li> </ul> |
|---|--|

### Required skills

The individual needs to demonstrate the following skills:

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Culinary art</li> <li>• Menu planning</li> <li>• Organization</li> <li>• Analytical</li> <li>• Leadership</li> <li>• Attention to detail</li> <li>• Sales techniques</li> <li>• Time management</li> <li>• Interpersonal</li> </ul> | <ul style="list-style-type: none"> <li>• Entrepreneurial</li> <li>• Critical thinking</li> </ul> |
|--|--|

- Information Technology (IT)

## EVIDENCE GUIDE

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

Critical aspects of competency	<ul style="list-style-type: none"> <li>1.1 Identified objectives of food and beverage production and service as per organization goals.</li> <li>1.2 Identified food and beverage production and service activities as per work requirement.</li> <li>1.3 Identified food and beverage production and service materials and equipment as per work requirement</li> <li>1.4 Carried out food and beverage production and service duties allocation as per work requirement.</li> <li>1.5 Allocated food and beverage production and service resources as per work requirement.</li> <li>1.6 Performed coordination of food and beverage production and service activities as per work requirement</li> <li>1.7 Applied risk mitigation measures as per workplace policy.</li> <li>1.8 Conducted food and beverage production and service staff training as per work requirement.</li> <li>1.9 Evaluated food and beverage production and service staff performance as per work policy</li> <li>1.10 Conducted food and beverage production and service staff motivation as per workplace policy.</li> <li>1.11 Monitored food and beverage production and service revenue as per workplace policy.</li> <li>1.12 Prepared food and beverage production and service operational performance reports as per workplace policy.</li> </ul>
Resource implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>▪ Appropriately simulated environment where assessment can take place</li> <li>▪ Access to relevant work environment</li> <li>▪ Resources relevant to the proposed activities or tasks</li> </ul>
Methods of assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> <li>▪ Practical</li> <li>▪ Projects</li> <li>▪ Written test</li> <li>▪ Portfolio of evidence</li> <li>▪ Oral test</li> </ul>

Context of assessment	This competency may be assessed in a workplace or a simulated workplace
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.

easyvet.com