

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**FOOD AND BEVERAGE MANAGER**

**LEVEL 6**

**CYCLE 3**

**ISCED PROGRAMME CODE: 1013554A**



**TVET CDACC**  
**P.O. BOX 15745-00100**  
**NAIROBI**

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## FOREWORD

The hospitality industry is a cornerstone of Kenya's economy, contributing significantly to our GDP and providing employment opportunities for thousands of Kenyans. As we strive to position Kenya as a premier tourist destination and a hub for international conferences and events, the role of highly skilled professionals in managing world-class food and beverage operations becomes increasingly crucial.

This National Occupational Standards for Food and Beverage Manager level 6 represent our commitment to excellence in the hospitality sector at a senior management level. They are a product of extensive collaboration between the government, industry experts, and educational institutions, ensuring that they are both comprehensive and relevant to the current needs of the industry.

By establishing clear benchmarks for the knowledge, skills, and attitudes required of Food and Beverage Managers, these standards will play a vital role in:

1. Guiding curriculum development in higher education institutions offering hospitality management programs
2. Providing a framework for assessment and certification at a senior management level
3. Offering a clear pathway for career progression in the food and beverage management profession
4. Enhancing the overall quality of service and operational efficiency in Kenya's hospitality establishments

I commend all those who have contributed to the development of these standards. Your expertise and dedication will have a lasting impact on the professionalization of food and beverage management in Kenya.

As we move forward, I call upon all stakeholders to embrace these standards and work collaboratively in their implementation. Together, we can elevate the standards of our hospitality industry, create more opportunities for our professionals, and strengthen Kenya's position as a world-class destination for tourism and business.

**PRINCIPAL SECRETARY  
STATE DEPARTMENT FOR TVET  
MINISTRY OF EDUCATION**

## **PREFACE**

The development of these National Occupational Standards (NOS) for Food and Beverage Manager marks a significant milestone in our ongoing efforts to enhance the quality and professionalism of Kenya's hospitality sector. These standards, aligned with the Kenya National Qualifications Framework (KNQF) Level 6, provide a comprehensive framework of the competencies required for Food and Beverage Managers to excel in their profession at a senior management level.

In an era where the hospitality industry plays a crucial role in our economy, particularly in supporting tourism and international business, the need for highly skilled and competent professionals at management level cannot be overstated. These standards have been meticulously crafted to ensure that they reflect current industry practices, technological advancements, and international hospitality management trends.

The NOS cover a wide range of competencies, from strategic planning and financial management to the intricacies of food and beverage operations, quality control, and customer experience management. They are designed to serve as a benchmark for higher education institutions, a guide for employers, and a roadmap for career development for those in or aspiring to senior positions in food and beverage management.

We encourage all stakeholders - training providers, employers, and practitioners - to adopt these standards. Their implementation will contribute significantly to raising the bar in service quality, enhancing operational efficiency, and ultimately, strengthening Kenya's position in the global hospitality market.

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**CHAIRMAN  
TVET CDACC**

## **ACKNOWLEDGEMENT**

The development of this National Occupational Standards for **Food and Beverage Manager Level 6** has been a collaborative effort, and we extend our sincere gratitude to all who have contributed their time, expertise, and resources to this important initiative.

We would like to specifically acknowledge:

- The senior management professionals from the hospitality industry who provided invaluable insights into current practices and future trends in food and beverage management.
- Representatives from leading hotels, restaurants, and catering companies across Kenya who participated in the consultation process.
- The Technical and Vocational Education Training Authority (TVETA) for their guidance and support throughout the development process.
- The education institutions offering hospitality management programs for their input on aligning the standards with advanced educational curricula.
- The dedicated team at the State Department for Labor and Skills Development who coordinated this project.

Your collective efforts have resulted in a robust set of standards that will significantly contribute to the professionalization of food and beverage management in Kenya at a senior level.

We also extend our appreciation to all those who will be involved in the implementation of these standards - educators, assessors, employers, and the Food and Beverage Managers themselves. Your commitment to excellence will be key to realizing the full potential of these standards.

Thank you all for your dedication to enhancing the quality of Kenya's hospitality industry at the highest levels of management.

**COUNCIL SECRETARY/CEO**

**TVET CDACC**

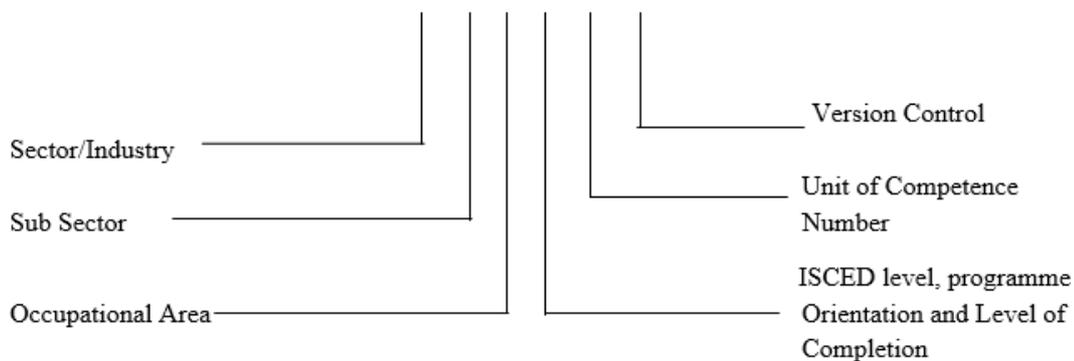
## ACRONYMS

<b>LIFO</b>	Last in last out
<b>FIFO</b>	First in first out
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>OSH</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment

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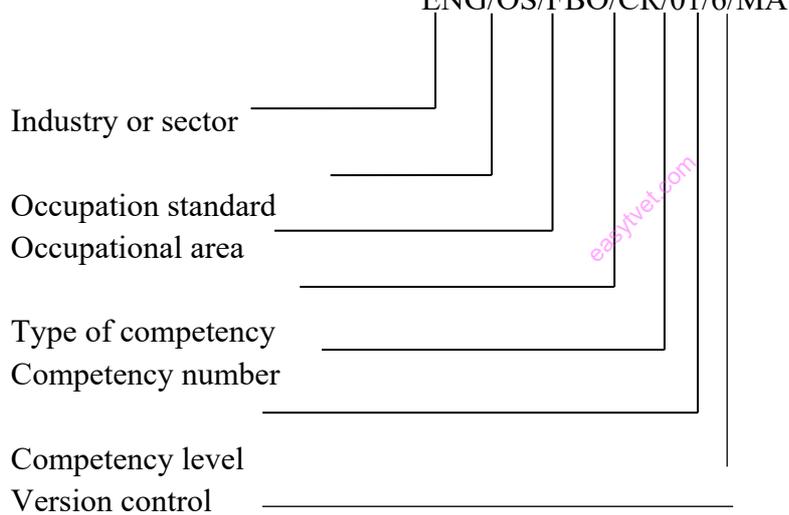
## KEY TO UNIT CODE

10 1 3    5 5 4    A



## KEY TO TVET CDACC UNIT CODE

ENG/OS/FBO/CR/01/6/MA



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## OVERVIEW

Food and Beverage Management Level 6 qualification consists of competencies that an individual must have to prepare and serve food and beverages. It involves preparing starters and starters accompaniments, main meals, desserts, pastries, specialty dishes, mocktails and cocktails. It also involves providing food and beverage service, performing food and beverage costing and control, bar keeping operations, banquets and events.

### SUMMARY OF UNITS OF LEARNING.

ISCED UNIT CODE	TVET CDACC UNIT CODE	UNIT NAME
<b>BASIC UNITS OF COMPETENCY</b>		
0611 451 01A	HOS/OS/FBO/BC/01/5/MA	Apply Digital Literacy
0031 451 02A	HOS/OS/FBO/BC/02/5/MA	Apply Communication Skills
0417 451 03A	HOS/OS/FBO/BC/03/5/MA	Apply Work Ethics and Practices
0413 541 04A	HOS/OS/FBO/BC/04/5/MA	Apply Entrepreneurial Skills
<b>COMMON UNITS OF COMPETENCY</b>		
0915 451 06A	HOS/OS/FBO/CC/01/5/MA	Apply Principles of Food Science and Nutrition
0915 551 08A	HOS/OS/FBM/CC/01/6/MA	Apply Diet Therapy
0413 551 09A	HOS/OS/FBM/CC/02/6/MA	Perform Accounting Operations
0414 551 10A	HOS/OS/FBM/CC/03/6/MA	Apply Marketing Skills
0541 551 11A	HOS/OS/FBM/CC/04/6/MA	Undertake Hospitality Research
0414 551 12A	HOS/OS/FBM/CC/05/6/MA	Apply principles of management in food and beverage operations.
<b>CORE UNITS OF COMPETENCY</b>		
1013 451 01A	HOS/OS/FBP/CR/01/3/MA	Prepare Starters and Starter Accompaniment
1013 451 02A	HOS/OS/FBP/CR/02/3/MA	Prepare Main Meal
1013 451 03A	HOS/OS/FBP/CR/03/3/MA	Prepare Desserts
1013 451 04A	HOS/OS/FBP/CR/01/4/MA	Prepare Pastries
1013 451 05A	HOS/OS/FBP/CR/02/4/MA	Prepare Specialty Dishes
1013 551 01A	HOS/CU/FBS/CR/01/3/MA	Serve Food and Beverage
1013 551 02A	HOS/CU/FBS/CR/02/3/MA	Perform Food and Beverage Service Techniques
1013 451 10A	HOS/OS/FBS/CR/03/3/MA	Prepare Mocktails and Cocktails
1013 451 14 A	HOS/OS/FBS/CR/01/4/MA	Perform Bar Keeping Operations
1013 451 15 A	HOS/OS/FBS/CR/02/4/MA	Perform Banquet and Events Operations
0413 451 07A	HOS/OS/FBO/CR/01/5/MA	Perform Food and Beverage Cost Control
	HOS/OS/FBO/CR/01/6/MA	Industrial Training

## APPLY DIGITAL LITERACY

**UNIT CODE: 0611 551 06A**

**TVET CDACC UNIT CODE: HOS/OS/FBO/BC/01/5/MA**

### UNIT DESCRIPTION

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using the Office suite, accessing online/offline data and information, performing online communication and collaboration, applying cybersecurity skills and performing jobs online. It also involves applying job entry techniques.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
These describe the key outcomes that make up workplace functions	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. Operate computer devices	1.1 <b>Computer device</b> usage is determined as per workplace requirements. 1.2 <b>Computer hardware</b> is identified according to job requirements. 1.3 <b>Computer software</b> is identified according to workplace requirements. 1.4 Computer devices are turned on or off as per the correct workplace procedure. 1.5 <b>Mouse techniques</b> are applied in solving tasks as per workplace requirements. 1.6 Keyboard techniques are applied in solving tasks as per workplace requirements. 1.7 Computer files and folders are created and managed as per workplace requirements. 1.8 <b>Internet connection options</b> are identified and applied in connecting computer devices to the Internet. 1.9 <b>External devices</b> are identified and connected to the computer devices as per the job requirement.
2. Solve tasks using Office suite	2.1 <b>Word processing concepts</b> are applied in solving workplace tasks as per job requirements. 2.2 Worksheet data is entered and prepared in accordance with work procedures. 2.3 Worksheet data is built and edited in accordance with workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace functions	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>
	2.4 <b>Data manipulation</b> on a worksheet is undertaken in accordance with work requirements. 2.5 Worksheets are saved and printed in accordance with job requirements. 2.6 <b>Electronic presentation concepts</b> are applied in solving workplace tasks as per job requirements.
3. Manage data and information	3.1 Office <b>internet services</b> are identified and applied in accordance with office procedures. 3.2 <b>Internet access applications</b> are determined in accordance with office operation procedures. 3.3 Internet search is performed as per job requirements. 3.4 Online digital content is downloaded in accordance with workplace requirements. 3.5 Digital content is identified and backed up in accordance with workplace procedures.
4. Perform online communication and collaboration	4.1 Netiquette principles are observed as per work requirements. 4.2 Electronic mail communication is executed in accordance with workplace policy. 4.3 Digital content copyright and licenses are identified and applied according to workplace policies and regulatory requirements. 4.4 <b>Online collaboration tools</b> are applied in accordance with workplace policies and regulatory requirements.
5. Apply cybersecurity skills	5.1 <b>Data protection</b> and <b>privacy</b> is classified in accordance with workplace policies and regulatory requirements. 5.2 <b>Internet security threats</b> are identified as per workplace policies and regulatory requirements. 5.3 Computer threats and crimes are detected in accordance to Information Management security guidelines 5.4 <b>Cybersecurity control measures</b> are applied in accordance with workplace policies and regulatory requirements.
6. Perform online jobs	6.1 <b>Online job platforms</b> are identified as per the job requirements. 6.2 Online accounts and profiles are created in accordance with the work requirements.

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace functions	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>
	6.3 Online jobs are identified according to the bidder's skillset. 6.4 Online digital identity is managed according to industry best practices. 6.5 Online job bidding is done as per the specific job requirements. 6.6 Online tasks are executed according to the job requirements. 6.7 Personal online payment account is managed in accordance with financial regulations.
7. Apply job entry techniques	7.1 <b><i>Job opportunities</i></b> are sought based on competencies. 7.2 A winning resume/CV is developed as per job advertisement. 7.3 An application/cover letter is developed based on the job advertisement. 7.4 <b><i>certificates and testimonials</i></b> are organized as per resume. 7.5 <b><i>Interview skills</i></b> are demonstrated as per job advertisement.

#### RANGE

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

Variable	Range
1. Computer devices may include but are not limited to:	<ul style="list-style-type: none"> <li>● Desktops</li> <li>● Laptops</li> <li>● Smartphones</li> <li>● Tablets</li> <li>● Smartwatches</li> </ul>
2. Computer hardware may include but are not limited to:	<ul style="list-style-type: none"> <li>● The System Unit E.g. Motherboard, CPU, casing,</li> <li>● Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices.</li> <li>● Output Devices e.g. hardcopy output and softcopy output</li> </ul>

Variable	Range
	<ul style="list-style-type: none"> <li>● Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs &amp; DVDs, Memory cards, Flash drives</li> <li>● Computer Ports e.g. HDMI, DVI, VGA, USB type C etc.</li> </ul>
3. Computer software may include but are not limited to:	<ul style="list-style-type: none"> <li>● System software e.g. Operating System (Windows, Macintosh, Linux, Android, iOS)</li> <li>● Application Software e.g. Word Processors, Spreadsheets, Presentations etc.</li> <li>● Utility Software e.g. Antivirus programs</li> </ul>
4. External devices may include but are not limited to:	<ul style="list-style-type: none"> <li>● Printers</li> <li>● Projectors</li> <li>● Smart Boards</li> <li>● Speakers</li> <li>● External storage drives</li> <li>● Digital/Smart TVs</li> </ul>
5. Word processing concepts may include but are not limited to:	<ul style="list-style-type: none"> <li>● Creating word documents</li> <li>● Editing word documents</li> <li>● Formatting word documents</li> <li>● Saving word documents</li> <li>● Printing word documents</li> </ul>
6. Mouse techniques may include but are not limited to:	<ul style="list-style-type: none"> <li>● Clicking</li> <li>● Double-clicking</li> <li>● Right-clicking</li> <li>● Drag and drop</li> </ul>
7. Internet connection options may include but are not limited to:	<ul style="list-style-type: none"> <li>● Mobile Networks/Data Plans</li> <li>● Wireless Hotspots</li> <li>● Cabled (Ethernet/Fiber)</li> <li>● Dial-Up</li> <li>● Satellite</li> <li>● ISDN (Integrated Services Digital Network)</li> </ul>

Variable	Range
8. Data manipulation may include but are not limited to:	<ul style="list-style-type: none"> <li>● Use of formulae</li> <li>● Use of functions</li> <li>● Sorting</li> <li>● Filtering</li> <li>● Visual representation using charts</li> </ul>
9. Electronic presentation concepts may include but are not limited to:	<ul style="list-style-type: none"> <li>● Creating slides</li> <li>● Editing slides</li> <li>● Formatting slides</li> <li>● Applying slide effects and transitions</li> <li>● Creating and playing slideshows</li> <li>● Saving presentations</li> <li>● Printing slides and handouts</li> </ul>
10. Internet services may include but are not limited to:	<ul style="list-style-type: none"> <li>● Communication Services</li> <li>● Information Retrieval Services</li> <li>● File Transfer</li> <li>● World Wide Web Services</li> <li>● Web Services</li> <li>● Directory Services</li> <li>● Automatic Network Address Configuration</li> <li>● News Group</li> <li>● Ecommerce</li> </ul>
11. Internet access applications/software may include but are not limited to:	<ul style="list-style-type: none"> <li>● Browsers</li> <li>● Email Apps</li> <li>● E Commerce Apps</li> </ul>
12. Online collaboration tools may include but are not limited to:	<ul style="list-style-type: none"> <li>● Online Storage</li> <li>● Online productivity applications</li> <li>● Online meetings,</li> <li>● Online learning environments,</li> <li>● Online calendars</li> <li>● Social networks</li> </ul>

Variable	Range
13. Data protection and privacy may include but not limited to:	<ul style="list-style-type: none"> <li>● Confidentiality of data/information</li> <li>● Integrity of data/information</li> <li>● Availability of data/information</li> </ul>
14. Internet security threats may include but not limited to:	<ul style="list-style-type: none"> <li>● Malware attacks</li> <li>● Social engineering attacks</li> <li>● Software supply chain attacks</li> <li>● Advanced persistent threats (APT)</li> <li>● Distributed denial of service (DDoS)</li> <li>● Man-in-the-middle attack (MitM)</li> <li>● Password attacks</li> <li>● IoT Attacks</li> <li>● Phishing Attacks</li> <li>● Ransomware</li> </ul>
15. Security threats control measures may include but not limited to:	<ul style="list-style-type: none"> <li>● Counter measures against cyber terrorism</li> <li>● Physical Controls</li> <li>● Technical/Logical Controls</li> <li>● Operational Controls</li> </ul>
16. Online job platforms may include but are not limited to:	<ul style="list-style-type: none"> <li>● Remotask</li> <li>● Data annotation.tech</li> <li>● Cloudworker</li> <li>● Upwork</li> <li>● Oneforma</li> <li>● Appen</li> </ul>
17. Job opportunities may include but not limited to:	<ul style="list-style-type: none"> <li>● Self-employment</li> <li>● Service provision</li> <li>● product development</li> <li>● salaried employment</li> </ul>
18. Certificates and testimonials may include but not limited to:	<ul style="list-style-type: none"> <li>● Academic credentials</li> <li>● Letters of previous employments/ services rendered</li> <li>● Letters of commendation</li> </ul>

Variable	Range
	<ul style="list-style-type: none"> <li>● Certifications of participation</li> <li>● Awards</li> </ul>
19. Interview skills may include but not limited to:	<ul style="list-style-type: none"> <li>● Listening skills</li> <li>● Grooming</li> <li>● Language command</li> <li>● Articulation of issues</li> <li>● Body language</li> <li>● Time management</li> <li>● Honesty</li> <li>● Generally knowledgeable in current affairs and technical area</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:

- Computer Hardware and Software Concepts
- Computer Security Concepts (Data security and privacy)
- Cyber security threats and control measures
- Understanding Computer Crimes
- Detection and protection against computer crimes
- Laws governing protection of ICT in Kenya
- Digital Identity Management
- Netiquette Principles
- Fundamentals of Copyright and Licenses
- Word processing;
  - Functions and concepts of word processing;
  - Documents and tables creation and manipulations;
  - Document editing;
  - Document formatting;
  - Word processing utilities
- Spreadsheets;

- Meaning, types and importance of spreadsheets;
  - Components of spreadsheets;
  - Functions, formulae, and charts, uses and layout;
  - Data formulation, manipulation and application to cells;
  - Editing & formatting spreadsheets;
- Presentation Packages;
  - Types of presentation Packages.
  - Creating, formulating, running, editing, printing and presenting slides and handouts
- Networking and Internet;
  - Internet connectivity.
  - Browser and digital content management;
  - Managing data, information, and digital content
  - Electronic mail and World Wide Web
- Fundamentals of Online Working;
  - Online Profile Management;
  - e-Portfolio Management;
  - Online Jobs Bidding;
  - Online Payment Systems;
- Job entry techniques
  - Job searching sites
  - Interview preparation skills
  - Interview handling

### Required skills

The individual needs to demonstrate the following skills:

- Active listening
- Keyboard Skills
- Mouse Skills
- Analytical skills
- Creativity
- Interpretation Skills
- Communication
- Spreadsheet operations (applying fundamental operations such as addition, subtraction, division and multiplication)
- Computer Use Safety Skills
- Document Editing Skills
- Document Formatting Skills
- Document Printing Skills
- Netiquette Skills
- Internet Browsing Skills
- Problem Solving Skills
- Online Collaboration Skills
- Cybersecurity Skills
- CV writing
- grooming

## 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><b><i>Assessment requires evidence that the candidate:</i></b></p> <ul style="list-style-type: none"><li>1.1. Operated computer devices as per workplace policies and regulations.</li><li>1.2. Solved tasks using the office suite as per workplace policies and regulations.</li><li>1.3. Manage data and information as per workplace policies and regulations.</li><li>1.4. Performed online communication and collaboration as per workplace policies and regulations.</li><li>1.5. Applied cybersecurity skills in accordance with workplace policies and regulations.</li><li>1.6. Executed online tasks according to the job requirements.</li><li>1.7. Searched for job opportunity based on competencies.</li><li>1.8. Prepared job requirement documentations based on job opportunity.</li><li>1.9. Demonstrated interview skills based on the job opportunity.</li></ul>
2. Resource implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"><li>2.1 Appropriately simulated environment where assessment can take place.</li><li>2.2 Access to relevant work environments where assessment can take place.</li><li>2.3 Resources relevant to the proposed activities or task.</li></ul>
3. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"><li>3.1 Observation</li><li>3.2 Oral assessment</li><li>3.3 Portfolio of evidence</li><li>3.4 Interviews</li><li>3.5 Third party report</li><li>3.6 Written assessment</li><li>3.7 Practical assessment</li><li>3.8 Projects</li></ul>

4. Context of assessment	Competency may be assessed: 4.1 Workplace or simulated workplace.
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.

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## APPLY COMMUNICATION SKILLS

**UNIT CODE: 0031 551 11A**

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

### UNIT DESCRIPTION

This unit covers the competencies required to demonstrate communication skills. It involves applying communication channels, written, non-verbal, oral, and group communication skills.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes that make up workplace function	<b>PERFORMANCE CRITERIA</b> These are assessable statements that 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. Apply communication channels	1.1 Specific communication channels are identified and applied based on workplace requirements. 1.2 Challenges are identified and addressed as per the operational standards of the organization. 1.3 Communication channels are evaluated to meet workplace needs.
2. Apply written communication skills	2.1 Types of written communication are identified and applied according to the workplace requirements. 2.2 Written communication needs are identified and implemented according to workplace procedures. 2.3 Written communication guidelines are analyzed, evaluated, and revised based on workplace needs.
3. Apply non-verbal communication skills	3.1 Existing non-verbal communication techniques are identified and applied based on organization policy. 3.2 Non-verbal communication techniques are articulated and modeled to enhance inclusivity according to workplace requirements.
4. Apply oral communication skills	4.1 Types of oral communication are identified and established as per organization policy. 4.2 Pathways of oral communication are identified and established as per organization policy. 4.3 Pathways of oral communication are reviewed according to organization procedures. 4.4 Pathways of oral communication are maintained according to the organization standards.
5. Apply group communication skills	5.1 Group communication strategies are applied based on the workplace needs. 5.2 Groups are organized in accordance with workplace procedures. 5.3 Effective questioning, listening and non-verbal communication techniques are used as per needs.

<b>ELEMENT</b> These describe the key outcomes that make up workplace function	<b>PERFORMANCE CRITERIA</b> These are assessable statements that specify the required level of performance for each of the elements. <b><i>Bold and italicized terms are elaborated in the Range</i></b>
	5.4 Group communication challenges are identified and addressed according to the workplace needs.

### RANGE

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

<b>Variable</b>	<b>Range</b>
1. Communication strategies may include but are not limited to:	<ul style="list-style-type: none"> <li>• Language switch</li> <li>• Comprehension check</li> <li>• Repetition</li> <li>• Asking confirmation</li> <li>• Paraphrasing</li> <li>• Clarification request</li> <li>• Translation</li> <li>• Restructuring</li> <li>• Generalization</li> </ul>
2. Effective group interaction may include but not limited to:	<ul style="list-style-type: none"> <li>• Identifying and evaluating what is occurring within an interaction in a non-judgmental way.</li> <li>• Using active listening.</li> <li>• Making decision about appropriate words, behavior.</li> <li>• Putting together response which is culturally appropriate.</li> <li>• Expressing an individual perspective.</li> <li>• Expressing own philosophy, ideology and background and exploring impact with relevance to communication</li> </ul>
3. Situations may include but are not limited to:	<ul style="list-style-type: none"> <li>• Establishing rapport</li> <li>• Eliciting facts and information</li> <li>• Facilitating resolution of issues</li> <li>• Developing action plans</li> </ul>

### REQUIRED SKILLS AND KNOWLEDGE

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

**Required Skills**

The individual needs to demonstrate the following skills:

- Active listening
- Interpretation
- Negotiation
- Writing
- Oral skills
- Creative thinking
- Critical thinking
- Decision making
- Analytical
- Innovation
- Conflict skills
- Leadership
- Problem solving skills
- Management
- Organizational
- Teamwork

**Required Knowledge**

The individual needs to demonstrate knowledge of:

- Communication process
- Dynamics of groups
- Styles of group leadership
- Key elements of communications strategy
- Principles of effective communication
- Turn-taking techniques
- Conflict resolution techniques
- Work planning
- Work organization
- Company policies
- Company operations and procedure standards
- Fundamental rights at the workplace
- Personal hygiene
- Accountability
- Workplace problems and how to deal with them

**EVIDENCE GUIDE**

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

<p>1. Critical aspects of Competency.</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Identified and applied specific communication channels based on workplace requirements.</p> <p>1.2 Identified and applied specific written communication correspondence according to the workplace requirements.</p> <p>1.3 Applied and developed non-verbal strategies to communicate in all areas of the workplace requirements.</p> <p>1.4 Established pathways of oral communication as per workplace policy.</p> <p>1.5 Applied group communication strategies based on workplace needs.</p>
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2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Access to relevant workplace where assessment can take place.</p> <p>2.2 Appropriately simulated environment where assessment can take place.</p> <p>2.3 Resources relevant to the proposed activity or tasks.</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Observation</p> <p>3.2 Oral assessment</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Interviews</p> <p>3.5 Third party report</p> <p>3.6 Written assessment</p> <p>3.7 Practical assessment</p> <p>3.8 Projects</p>
4. Context of Assessment	<p>Competency may be assessed:</p> <p>4.1 On-the-job</p> <p>4.2 In a simulated work environment</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

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## APPLY WORK ETHICS AND PRACTICES

UNIT CODE: 0417 551 12A

TVET CDACC UNIT CODE: HOS/OS/FBO/BC/03/5/MA

### UNIT DESCRIPTION

This unit covers competencies required to effectively apply work ethics and practices. It involves the ability to: conduct self-management, promote ethical work practices and values, promote teamwork, manage workplace conflicts, maintain professional and personal development, apply problem-solving and promote customer care.

### 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 Range</b></i>
1. Apply self-management skills	1.1 Personal vision, mission and goals are formulated based on potential and concerning organization objectives and strategic plan 1.2 Self-esteem and a positive self-image are developed and maintained based on value 1.3 Emotional intelligence and stress management are demonstrated as per workplace requirements. 1.4 Assertiveness is developed and maintained based on the requirements of the job. 1.5 Accountability and responsibility for one's actions are demonstrated based on workplace instructions. 1.6 Time management, attendance and punctuality are observed as per the organization's policy. 1.7 Personal goals are managed as per the organization's objective 1.8 Self-strengths and weaknesses are identified based on personal objectives 1.9 Motivation, initiative and proactivity are utilized as per the organization policy 1.10 Individual performance is evaluated and monitored according to the agreed targets.

ELEMENT	PERFORMANCE CRITERIA
<p>These describe the key outcomes which make up workplace function.</p>	<p>These are assessable statements which specify the required level of performance for each of the elements.</p> <p><b><i>Bold and italicized terms are elaborated in Range</i></b></p>
<p>2. Promote ethical work practices and values</p>	<p>2.1 Integrity is demonstrated as per acceptable norms</p> <p>2.2 Codes of conduct is applied as per the workplace requirements</p> <p>2.3 Policies and guidelines are observed as per the workplace requirements</p> <p>2.4 Professionalism is exercised in line with organizational policies</p>
<p>3. Promote Team work</p>	<p>3.1 <b><i>Teams</i></b> are formed to enhance productivity based on organization's objectives</p> <p>3.2 Duties are assigned to teams under the organization policy.</p> <p>3.3 Team activities are managed and coordinated as per set objectives.</p> <p>3.4 Team performance is evaluated based on set targets as per workplace policy.</p> <p>3.5 <b><i>Conflicts</i></b> are resolved between team members in line with organization policy.</p> <p>3.6 Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy.</p> <p>3.7 Healthy <b><i>relationships</i></b> are developed and maintained in line with the workplace.</p> <p>3.8 Adaptability and flexibility are applied in dealing with team members as per workplace policies</p>
<p>4. Maintain professional and personal development</p>	<p>4.1 <b><i>Personal growth and development</i></b> needs are identified and assessed in line with the requirements of the job.</p> <p>4.2 <b><i>Training and career opportunities</i></b> are identified and utilized based on job requirements.</p> <p>4.3 <b><i>Resources</i></b> for training are mobilized and allocated based on organizations and individual skills needs.</p> <p>4.4 Licenses and certifications relevant to the job and career are obtained and renewed as per policy.</p> <p>4.5 Recognitions are sought as proof of career advancement in line with professional requirements.</p> <p>4.6 Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives.</p> <p>4.7 Dynamism and on-the-job learning are embraced in line with the organization's goals and objectives.</p>
<p>5. Apply Problem solving skills</p>	<p>5.1 <b><i>Creative, innovative</i></b> and practical solutions are developed based on the problem</p>

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><b>Bold and italicized terms are elaborated in Range</b></i>
	5.2 Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job. 5.3 Team problems are solved as per the workplace guidelines 5.4 Problem-solving strategies are applied as per the workplace guidelines 5.5 Problems are analyzed and assumptions tested as per the context of data and circumstances
6. Promote Customer Care	6.1 Customers' needs are identified based on their characteristics 6.2 Customer <i><b>feedback</b></i> is allowed and facilitated in line with organization policies. 6.3 Customer concerns and complaints are analyzed and resolved in line with the set organizational culture. 6.4 Proactive customer outreach programs are implemented as per organizational policies 6.5 Customer retention strategies are developed and implemented in line with the organizational policy

### 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. Feedback may include but not limited to:	<ul style="list-style-type: none"> <li>● Verbal</li> <li>● Written</li> <li>● Informal</li> <li>● Formal</li> </ul>
2. Conflicts include but are not limited to:	<ul style="list-style-type: none"> <li>● Interpersonal Conflict.</li> <li>● Intrapersonal Conflict.</li> <li>● Intergroup Conflict.</li> <li>● Intragroup Conflict.</li> </ul>

Variable	Range
3. Relationships may include but not limited to:	<ul style="list-style-type: none"> <li>● Man/Woman</li> <li>● Trainer/trainee</li> <li>● Employee/employer</li> <li>● Client/service provider</li> <li>● Husband/wife</li> <li>● Boy/girl</li> <li>● Parent/child</li> <li>● Sibling relationships</li> </ul>
4. Team may include but not limited to:	<ul style="list-style-type: none"> <li>● Small work group</li> <li>● Staff in a section/department</li> <li>● Inter-agency group</li> <li>● Virtual teams</li> </ul>
5. Personal growth may include but not limited to:	<ul style="list-style-type: none"> <li>● Growth in the job</li> <li>● Career mobility</li> <li>● Gains and exposure the job gives</li> <li>● Net workings</li> <li>● Benefits that accrue to the individual as a result of noteworthy performance</li> </ul>
6. Personal objectives may include but not limited to:	<ul style="list-style-type: none"> <li>● Long term</li> <li>● Short term</li> <li>● Broad</li> <li>● Specific</li> </ul>
7. Trainings and career opportunities may include but not limited to	<ul style="list-style-type: none"> <li>● Participation in training programs</li> <li>● Serving as Resource Persons in conferences and workshops</li> <li>● Capacity building</li> </ul>
8. Resource may include may but not limited to:	<ul style="list-style-type: none"> <li>● Human</li> <li>● Financial</li> <li>● Technology</li> </ul>

Variable	Range
9. Creative and innovative may include but not limited to:	<ul style="list-style-type: none"> <li>● New ideas</li> <li>● Original ideas</li> <li>● Different ideas</li> <li>● Methods/procedures</li> <li>● Processes</li> <li>● New tools</li> </ul>
10. Emerging issues may include but not limited to:	<ul style="list-style-type: none"> <li>● Artificial Intelligence</li> <li>● Data confidentiality</li> <li>● National cohesion</li> <li>● Open offices</li> </ul>

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required Skills

The individual needs to demonstrate the following skills:

- |                             |                                |
|-----------------------------|--------------------------------|
| ● Active listening          | ● Decision Making              |
| ● Critical thinking         | ● Leadership                   |
| ● Organizational            | ● Creative/innovative thinking |
| ● Negotiation               | ● Adaptability                 |
| ● Monitoring                | ● Conflict management          |
| ● Evaluation                | ● Emotional intelligence       |
| ● Problem solving           | ● Teamwork                     |
| ● <b>Required Knowledge</b> |                                |

The individual needs to demonstrate knowledge of:

- Work values and ethics
- Company policies and procedures
- Company operations, procedures and standards
- Flexibility and adaptability
- Concept of time and leisure time
- Decision making
- Work planning
- Organizing work
- Monitoring and evaluation
- Record keeping
- Gender and diversity mainstreaming
- Drug and substance abuse
- Professional growth and development
- Creativity
- Innovation
- Problem solving
- Customer care
- Mentoring and coaching.
- Emerging issues

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## EVIDENCE GUIDE

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

<p>1. Critical aspects of Competency</p>	<p>Assessment require evidence that the candidate:</p> <p>1.1 Applied self-management skills as per organizational procedures.</p> <p>1.2 Promoted ethical practices and values as per organizational procedures.</p> <p>1.3 Promoted Teamwork as per workplace assignments.</p> <p>1.4 Maintained professional and personal development as per organizational procedures.</p>
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	<p>1.5 Applied Problem-solving skills based on work requirements.</p> <p>1.6 Identified customer needs based on their characteristics.</p> <p>1.7 Gave back Customer feedback in line with organization policies.</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Access to relevant workplace where assessment can take place</p> <p>2.2 Appropriately simulated environment where assessment can take place.</p> <p>2.3 Resources relevant to the proposed activity or tasks.</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Observation</p> <p>3.2 Oral questioning</p> <p>3.3 Written test</p> <p>3.4 Portfolio of Evidence</p> <p>3.5 Interview</p> <p>3.6 Third party report</p>
4. Context of Assessment	<p>Competency may be assessed:</p> <p>4.1 On-the-job</p> <p>4.2 In a simulated work environment</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

## APPLY ENTREPRENEURIAL SKILLS

UNIT CODE : 0413 541 19A

TVET CDACC UNIT CODE: HOS/OS/FBO/BC/01/6/MA

### UNIT DESCRIPTION

This unit covers the competencies required to demonstrate an understanding of entrepreneurship. It involves demonstrating an understanding of financial literacy, applying entrepreneurial concepts identifying entrepreneurship opportunities, applying business legal aspects, developing business innovative strategies, and developing business plans.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes that make up workplace function.	<b>PERFORMANCE CRITERIA</b> These are assessable statements that specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in Range</b></i>
1. Apply Financial Literacy Skills	1.1 <b>Sources of personal and business funds</b> are identified as per financial procedures and standards 1.2 Personal finances are managed as per financial procedures and standards 1.3 Savings are managed as per financial procedures and standards 1.4 Debts are managed as per financial procedures and standards 1.5 Investments are undertaken as per financial procedures and standards 1.6 Insurance services are procured as per financial procedures and standards
2. Apply entrepreneurial concept	2.1 Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship 2.2 <b>Types of entrepreneurs</b> are identified as per principles of entrepreneurship 2.3 Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship 2.4 <b>Characteristics of Entrepreneurs</b> are identified as per principles of Entrepreneurship 2.5 Salaried employment and self-employment are distinguished as per principles of entrepreneurship 2.6 <b>Requirements for entry into self-employment</b> are identified according to business procedures and standards 2.7 Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards 2.8 <b>Contributions of entrepreneurship</b> to National development are identified as per business procedures and standards

<b>ELEMENT</b> These describe the key outcomes that make up workplace function.	<b>PERFORMANCE CRITERIA</b> These are assessable statements that specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in Range</b></i>
3. Identify entrepreneurial opportunities	3.1 Business ideas are identified as per business procedures and standards 3.2 Factors to consider when evaluating business opportunity viability are explored based on business procedure and standards 3.3 Entrepreneurial opportunities are evaluated as per business procedures and standards 3.4 Business ideas and opportunities are generated as per business procedures and standards 3.5 Business life cycle is analysed as per business procedures and standards
4. Apply business legal aspects	4.1 <i><b>Forms of business ownership</b></i> are identified as per legal procedures and practices 4.2 Business Registration and Licensing processes are identified as per legal procedures and practices 4.3 Types of Contracts and Agreements are analysed as per legal procedures and practices 4.4 Employment Laws are identified as per legal procedures and practices 4.5 Taxation laws are identified as per legal procedures and practices
5. Innovate Business strategies	5.1 Business innovation strategies are determined by the organization standards 5.2 Creativity in business development is demonstrated in accordance with business standards 5.3 <i><b>Innovative business standards</b></i> are developed as per business principles 5.4 Linkages with other entrepreneurs are created as per best practice 5.5 ICT is incorporated in business growth and development as per best practice
6. Develop Business Plan	6.1 Business idea is described as per business procedures and standards 6.2 Business description is developed as per business plan format 6.3 Marketing plan is developed as per business plan format 6.4 Organizational/Management plan is prepared in accordance with business plan format 6.5 Production/operation plan is prepared in accordance with business plan format 6.6 Financial plan is prepared in accordance with the business plan format 6.7 Executive summary is prepared in accordance with business plan format

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace function.	These are assessable statements that specify the required level of performance for each of the elements. <i><b>Bold and italicized terms are elaborated in Range</b></i>
	6.8 Business plan is presented as per best practice 6.9 Business ideas are incubated as per institutional policy.

## 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. Sources of personal funds may include but not limited to:	<ul style="list-style-type: none"> <li>• Salary/Wages</li> <li>• Investments</li> <li>• Savings</li> <li>• Inheritance</li> <li>• Government Benefits</li> </ul>
2. Sources of business finance may include but not limited to:	<ul style="list-style-type: none"> <li>• Equity Financing</li> <li>• Debt Financing,</li> <li>• Personal Savings/Investment</li> <li>• Retained Earnings</li> <li>• Grants and Subsidies</li> <li>• Crowdfunding</li> <li>• supplier Credit:</li> <li>• Leasing and Asset Financing:</li> </ul>
3. Types of entrepreneurs may include but not limited to:	<ul style="list-style-type: none"> <li>• Innovators</li> <li>• Imitators</li> <li>• Craft</li> <li>• Opportunistic</li> <li>• Speculators</li> </ul>
4. Characteristics of Entrepreneurs may include but not limited to:	<ul style="list-style-type: none"> <li>• Creative</li> <li>• Innovative</li> <li>• Planner</li> <li>• Risk taker</li> <li>• Networker</li> <li>• Confident</li> <li>• Flexible</li> </ul>

Variable	Range
	<ul style="list-style-type: none"> <li>• Persistent</li> <li>• Patient</li> <li>• Independent</li> <li>• Future oriented</li> <li>• Goal oriented</li> </ul>
5. Requirements for entry into self-employment may include but not limited to	<ul style="list-style-type: none"> <li>• Technical skills</li> <li>• Management skills</li> <li>• Entrepreneurial skills</li> <li>• Resources</li> <li>• Infrastructure</li> </ul>
6. Forms of businesses ownership may include but not limited to:	<ul style="list-style-type: none"> <li>• Sole proprietorship</li> <li>• Partnership</li> <li>• Limited companies</li> <li>• Cooperatives</li> </ul>
7. Innovative business standards may include but not limited to:	<ul style="list-style-type: none"> <li>• New products</li> <li>• New methods of production</li> <li>• New markets</li> <li>• New sources of supplies</li> <li>• Change in industrialization</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Analytical
- Management
- Problem-solving
- Root-cause analysis
- Communication

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Decision making
- Business communication
- Change management
- Competition
- Risk
- Net working
- Time management
- Leadership
- Factors affecting entrepreneurship development

- Principles of Entrepreneurship
- Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
- Conflict resolution
- Health, safety and environment (HSE) principles and requirements
- Customer care standards
- Basic financial management
- Business strategic planning
- Impact of change on individuals, groups and industries
- Government and regulatory processes
- Local and international market trends
- Product promotion standards
- Market and feasibility studies
- Government and regulatory processes
- Local and international business environment
- Relevant developments in other industries
- Regional/ County business expansion standards

### **EVIDENCE GUIDE**

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

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Identified Sources of personal and business finance as per financial procedures and standards</li> <li>1.2 Managed Personal finances as per financial procedures and standards</li> <li>1.3 Made Investment decisions as per financial procedures and standards</li> <li>1.4 Generated Business ideas and opportunities based on business procedure and standards</li> <li>1.5 Analysed business life cycle based on business procedure and standards</li> <li>1.6 Determined business innovative standards as per business principles</li> <li>1.7 Developed and presented a business plan as per regulatory framework.</li> </ul>
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Access to relevant workplace where assessment can take place</li> <li>2.2 Appropriately simulated environment where assessment can take place</li> </ul>
<p>3. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Written tests</li> <li>3.2 Oral questions</li> <li>3.3 Third party report</li> </ul>

	<p>3.4 Interviews</p> <p>3.5 Portfolio</p>
4. Context of Assessment	<p>Competency may be assessed:</p> <p>4.1 On-the-job</p> <p>4.2 In a simulated work environment</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

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## **COMMON UNITS OF COMPETENCY**

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## APPLY PRINCIPLES OF FOOD SCIENCE AND NUTRITION

**UNIT CODE: 0915 551 07A**

**TVET CDACC UNIT CODE: HOS/OS/FBO/CC/01/5/MA**

### UNIT DESCRIPTION

This unit specifies the competencies required to apply principles of food science and nutrition. It involves application of knowledge of food composition, application of knowledge of nutritional deficiency and disorders, application of organic chemistry in food production and application of knowledge of food micro-biology.

It is applicable in hospitality industry.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the <b>key outcomes</b> which make up <b>workplace function</b> .	<b>PERFORMANCE CRITERIA</b> These are <b>assessable</b> 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. Apply knowledge of food composition	1.1 <i><b>Food components</b></i> are identified as per food composition data base. 1.2 Nutrients functionality is applied as per recommended dietary reference intake. 1.3 <i><b>Nutritional requirement</b></i> is identified as per food pyramid. 1.4 Knowledge of functions of food is applied as per nutritional needs of clients 1.5 Knowledge on <i><b>Macro and micro nutrients</b></i> is applied as per nutritional needs of clients. 1.6 Balanced meal plans are designed as per client nutritional needs.
2. Apply knowledge of nutritional deficiency and disorders	2.1 <i><b>Digestion</b></i> of foods in the GIT is analysed as per work requirement. 2.2 Knowledge on digestion, absorption and utilisation of nutrients is applied in food production and service as per work requirement. 2.3 <i><b>Nutritional deficiency diseases</b></i> are analysed as per work procedure.
3. Apply knowledge of organic chemistry in food production	3.1 Knowledge of nutrients in food composition is applied as per work requirement. 3.2 Knowledge of <i><b>functional groups</b></i> within atoms and molecules in food composition is applied as per work requirements 3.3 Knowledge of <i><b>hydrocarbons</b></i> reaction mechanism is applied as per work requirement.

	<p>3.4 Knowledge of organic reactions in cooking is applied as per work requirements</p> <p>3.5 Knowledge of chemical reactions in food quality and safety is applied as per work requirement. knowledge of organic chemistry in food production</p>
4. Apply knowledge of food micro-biology	<p>4.1 Knowledge of <b>contamination</b> in food is applied as per healthy and safety requirement.</p> <p>4.2 Knowledge of <b>food spoilage</b> is applied as per food safety requirement.</p> <p>4.3 Knowledge of <b>food poisoning</b> is applied as per healthy and safety requirement.</p> <p>4.4 <b>Guidelines of food preservation</b> are applied as per hygiene and food safety requirement.</p> <p>4.1 <b>Food laws</b> are applied as per food, drugs and substance act chapter 254.</p>

### RANGE

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

Variable	Range
1. <b>Nutritional needs</b> may include but are not limited to:	<ul style="list-style-type: none"> <li>• Macro-nutrients</li> <li>• Micro-nutrients</li> <li>• Water</li> <li>• Fibre</li> </ul>
2. Macro and micro nutrients may include but are not limited to:	<ul style="list-style-type: none"> <li>• Macro - carbohydrates <ul style="list-style-type: none"> <li>- Proteins</li> <li>- Fats</li> <li>- Water</li> </ul> </li> <li>• Micro <ul style="list-style-type: none"> <li>- vitamins</li> <li>- Minerals</li> </ul> </li> </ul>
3. Digestion may include but not limited to:	<ul style="list-style-type: none"> <li>• Liquids( water, juices)</li> <li>• Fruits and vegetables( raw fruits, cooked fruits)</li> <li>• Carbohydrates</li> <li>• Proteins</li> <li>• Fats</li> <li>• Dairy <ul style="list-style-type: none"> <li>- Mixed meals</li> </ul> </li> </ul>

<p>4. Nutritional deficiency diseases/ may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Kwashiorkor</li> <li>• Marasmus</li> <li>• Scurvy</li> <li>• Anemia</li> <li>• Night blindness</li> <li>• beriberi</li> <li>• Rickets</li> <li>• Osteomalacia</li> </ul>
<p>5. Functional groups in foods may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Hydroxyl group (-OH)</li> <li>• Carboxyl group (-COOH)</li> <li>• Amine group (-NH<sub>2</sub>)</li> <li>• Carbonyl group (C=O)</li> <li>• Phosphate group (-PO<sub>4</sub>)</li> <li>• Ester group (-COO-)</li> </ul>
<p>6. Hydrocarbons in foods may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Hydrocarbon in fats and oils</li> <li>• Hydrocarbons in Maillard reaction</li> <li>• Hydrocarbons in caramelization</li> <li>• Hydrocarbons in smocking and grilling</li> <li>• Hydrocarbons in frying</li> <li>• Hydrocarbons in baking and roasting</li> <li>• Hydrocarbons in food preservation.</li> </ul>
<p>7. Food contamination may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Microbial contamination</li> <li>• Chemical contamination</li> <li>• Physical contamination</li> </ul>
<p>8. Food spoilage may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Microbial spoilage</li> <li>• Enzymatic spoilage</li> <li>• Chemical spoilage</li> <li>• Physical spoilage</li> <li>• Natural spoilage</li> </ul>

9. Food poisoning may include but not limited to	<ul style="list-style-type: none"> <li>• Bacterial food poisoning</li> <li>• Viral food poisoning</li> <li>• Parasitic food poisoning</li> <li>• Food bone toxins</li> <li>• Chemical food poisoning</li> </ul>
10. Guidelines of food preservation may include but not limited to:	<ul style="list-style-type: none"> <li>• General hygiene practice</li> <li>• Methods of food preservation</li> <li>• Storage guidelines</li> <li>• Special considerations</li> <li>• Safety practices</li> <li>• Nutritional consideration.</li> </ul>
11. Food laws may include but not limited to:	<ul style="list-style-type: none"> <li>• Food safety and hygiene regulations</li> <li>• Food service standards</li> <li>• Licensing and inspection requirement</li> <li>• Hazard analysis and critical control points.</li> <li>• Environmental healthy and waste management.</li> </ul>

### **REQUIRED SKILLS AND KNOWLEDGE**

The individual needs to demonstrate knowledge of:

#### **Knowledge**

- Nutrition and disease
- Anatomy and physiology
- Food nutrient interaction
- Food safety and hygiene
- Food safety and hygiene
- Menu planning and presentation
- Allergen awareness
- Food preservation
- Legal and ethical responsibilities
- Waste management
- Sustainable waste management

#### **Skills**

The individual needs to demonstrate the following skills:

- Communication skills
- Information technology skills
- Nutritional analysis skills
- Food science application skills
- Menu development skills
- Cooking techniques for nutritional retention
- Food safety and quality assurance skills.
- Research and analytical skills
- Problem solving and innovation skills
- Sustainability and waste reduction skills.

### EVIDENCE GUIDE

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

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 1.1 Food components are identified as per food composition data base.</p> <p>1.2 Nutrients functionality is applied as per recommended dietary reference intake.</p> <p>1.3 Nutritional requirement is identified as per food pyramid.</p> <p>1.4 Knowledge of functions of food is applied as per nutritional needs of clients</p> <p>1.5 Balanced meal plans are designed as per client nutritional needs.</p> <p>1.6 Knowledge on digestion, absorption and utilisation of nutrients is applied in food production and service as per work requirements.</p> <p>1.7 Nutritional deficiency diseases are analysed as per work procedure</p> <p>1.8 Knowledge of organic reactions in cooking is applied as per work requirements</p> <p>1.9 Knowledge of chemical reactions in food quality and safety is applied as per work requirement</p> <p>1.10 Knowledge of organic chemistry in food production knowledge of <i>contamination</i> in food is applied as per healthy and safety requirement.</p>
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	<p>1.11 Knowledge of <b>food spoilage</b> is applied as per food safety requirement.</p> <p>1.12 Knowledge of <b>food poisoning</b> is applied as per healthy and safety requirement.</p> <p>1.13 <b>Guidelines of food preservation</b> are applied as per hygiene and food safety requirement.</p> <p>1.14 <b>Food laws</b> are applied as per food, drugs and substance act chapter 254</p>
2. Resource implications	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place.</p> <p>2.2 Access to relevant assessment environment.</p>
3. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practical</p> <p>3.2 Project</p> <p>3.3 Third party report</p> <p>3.4 Portfolio of evidence</p> <p>3.5 Written tests</p> <p>3.6 Oral questioning</p>
4. Context of Assessment	<p>4.1 Competency may be assessed in a training institution, workplace or in a simulated workplace.</p>
5. Guidance information for assessment	<p>5.1 Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.</p>

## APPLY DIET THERAPY

**UNIT CODE: 0915 551 15A**

**TVET CDACC UNIT CODE: HOS/OS/FBM/CC/01/6/MA**

### UNIT DESCRIPTION

This unit specifies the competencies required to apply diet therapy. It includes application of principles of diet therapy, managing diseases and conditions using diet therapy and application of home nursing care.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the <b>key outcomes</b> which make up <b>workplace function</b> .	<b>PERFORMANCE CRITERIA</b> These are <b>assessable</b> 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. Apply principles of diet therapy	1.1 <i><b>Dietary requirements</b></i> are applied as per the nutritional needs 1.2 <i><b>Required dietary allowances</b></i> (RDA) of various groups are applied as per clients nutritional needs 1.3 Therapeutic diet is designed as per clients nutritional needs.
2. Manage diseases and conditions using diet therapy	2.1 <i><b>Client nutritional conditions</b></i> determined as per client medical history. 2.2 Nutritional requirements are determined as per client's health condition. 2.3 Therapeutic diets are applied as per nutritional requirements. 2.4 <i><b>Modified diets</b></i> produced as per work procedures and relevant resource materials.
3. Apply home nursing care	3.1 Assessment of the client's nutritional need is conducted as per work place requirement 3.2 Knowledge of <i><b>home nursing care</b></i> is applied as per client's needs. 3.3 Home nursing care plan is developed as per client's needs. 3.4 Home nursing care is administered as per work place requirements. 3.5 Hygiene and safety practices are applied as per work place requirement.

### RANGE

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

<b>Variable</b>	<b>Range</b>
Dietary requirements may include but are not limited to:	<ul style="list-style-type: none"> <li>• Vitamins</li> <li>• Minerals salts</li> </ul>

	<ul style="list-style-type: none"> <li>• Proteins</li> <li>• Carbohydrates</li> <li>• Fats and oils</li> <li>• Roughages</li> <li>• Water</li> </ul>
Required dietary allowances may include but are not limited to:	<p>Recommended quantities in the body for:</p> <ul style="list-style-type: none"> <li>• Vitamins</li> <li>• Minerals salts</li> <li>• Proteins</li> <li>• Carbohydrates</li> <li>• Fats and oils</li> </ul>
Client nutritional condition may include but not limited to:	<ul style="list-style-type: none"> <li>• Under nutrition</li> <li>• Over nutrition</li> <li>• Nutrition related chronic conditions</li> <li>• Food allergies and intolerances</li> <li>• Eating disorders</li> <li>• Special life stages</li> <li>• Gastrointestinal disorders</li> <li>• Metabolic disorders</li> </ul>
Modified diets may include but are not limited to:	<ul style="list-style-type: none"> <li>• Consistency modified diet (pureed, soft, liquid)</li> <li>• Nutrients modified diet {low sodium, low fat, high protein}</li> <li>• Allergy and intolerance-based diet (gluten free, lactose, allergy specific)</li> <li>• Theraphetic diet (renal, cardiac,)</li> <li>• Cultural or ethnically modified (vegetarian, kosher)</li> <li>• Calorie modified diet (high, low)</li> </ul>
Home nursing care may include but not limited to	<ul style="list-style-type: none"> <li>• Medical care</li> <li>• Personal care</li> <li>• Rehabilitative care</li> <li>• Palliative and end of -life care</li> <li>• Specialized care</li> </ul>

### REQUIRED KNOWLEDGE AND UNDERSTANDING

The individual needs to demonstrate knowledge of:

#### Knowledge

- Digestive system
- Human nutrition
- Macro and micro nutrients
- Energy requirements

- Nutrients deficiencies
- Special nutritional needs
- Chronic diseases
- Food allergies
- Therapeutic

### Skills

The individual needs to demonstrate the following skills:

- Nutritional skills
- Communication skills
- Dietary planning
- Meal planning
- Counselling skills
- Food science skills
- Food preparation skills
- Record keeping skills

### EVIDENCE GUIDE

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

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Dietary requirements are applied as per the nutritional needs</p> <p>1.2 Required dietary allowances (RDA) of various groups are applied as per clients' nutritional needs</p> <p>1.3 Therapeutic foods are provided as per client nutritional needs.</p> <p>1.4 Client nutritional conditions determined as per client medical history.</p> <p>1.5 Nutritional requirements are determined as per client's health condition.</p> <p>1.6 Therapeutic diets are designed as per nutritional requirements.</p> <p>1.7 Assessment of the client's nutritional need is conducted as per work place requirement</p> <p>1.8 Knowledge of home nursing care is applied as per client's needs</p> <p>1.9 Home nursing care plan is developed as per client's needs.</p> <p>1.10 Home nursing care is administered as per work place requirements.</p> <p>1.11 Hygiene and safety are practiced as per workplace requirements</p>
<p>2. Resource implications</p>	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place.</p> <p>2.2 Access to relevant assessment environment.</p>

	2.3 Resources relevant to the proposed assessment activity or tasks.
3. Methods of assessment	Competency in this unit may be assessed through: 3.1 Practical 3.2 Project 3.3 Third party report 3.4 Portfolio of evidence 3.5 Written tests 3.6 Oral questioning
4. Context of Assessment	4.1 Competency may be assessed in a workplace or in a simulated workplace.
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended.

## PERFORM ACCOUNTING OPERATIONS

**UNIT CODE: 0411 551 16A**

**TVET CDACC UNIT CODE: HOS/OS/FBM/CC/02/6/MA**

### Unit Description

This unit specifies the competencies required to perform accounting operations. It involves application of the accounting equation, double entry and ledger system, balancing accounts and extracting trial balance, preparation of final books of accounts in food and beverage establishments.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>Element</b> <i>These describe the key outcomes which make up workplace function.</i>	<b>Performance Criteria</b> Identify the purpose of accounting in business <i>These are assessable statements which specify the required level of performance for each of the elements. <b>Bold and italicized terms are elaborated in the Range</b></i>
1. Apply accounting equation	1.1 <b><i>Accounting principles and concepts</i></b> are applied as per the accounting principles. 1.2 Accounting equation explained as per the accounting principles. 1.3 <b><i>Financial records</i></b> are identified as per accounting principles.
2. Apply double entry and ledger system	2.1 Rules of double entry system explained as per the accounting principles. 2.2 Ledger accounts are opened as per the accounting principles. 2.3 Transactions are recorded in ledger accounts as per accounting principles.
3. Balance accounts and extract trial balance	3.1 Balancing of accounts are performed as per the accounting principles. 3.2 Credit and debit balances are extracted as per accounting principles. 3.3 Trial balance is prepared as per the accounting principles. 3.4 Balance sheet is prepared as per accounting principles.
4. Prepare final books of accounts in food and beverage establishment.	4.1 Income statement is prepared as per the accounting principles. 4.2 Statement of financial position is prepared as per the accounting principles. 4.3 Purpose of final books of accounts is identified as per accounting principles.

### RANGE

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

Variable	Range

1. <b>Accounting principles</b> may include but not limited to;	<ul style="list-style-type: none"> <li>• Going concern principle</li> <li>• Consistency principle</li> <li>• Accrual principle</li> <li>• Matching principle</li> <li>• Cost principle</li> </ul>
1. <b>Financial records</b> may include but not limited to;	<ul style="list-style-type: none"> <li>• Bank statement</li> <li>• Budget reports</li> <li>• Donor records</li> <li>• Audited financial statements</li> <li>• Accounts receivable</li> <li>• Invoices</li> <li>• Purchase order</li> <li>• Balance sheets</li> <li>• Income statements</li> </ul>
2. <b>Books of original entry</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Sale journal</li> <li>• Purchases journal</li> <li>• Cash receipts journal</li> <li>• Cash payments journal</li> <li>• Petty cash book</li> <li>• General journal</li> <li>• Returns inwards journal</li> <li>• Returns outwards journal</li> </ul>
3. <b>Ledgers</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Debtors and Creditors ledger</li> <li>• General ledger</li> <li>• Subsidiary ledger</li> <li>• Specialised ledger</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Accounting record keeping
- Financial accounting
- Accounting standards

### Required Skills

The individual needs to demonstrate the following skills:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Numeracy</li> <li>• Planning</li> <li>• Analytical</li> <li>• Interpretation</li> <li>• Attention to detail</li> <li>• Communication</li> </ul> | <ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Networking</li> <li>• Evaluation</li> <li>• Evaluation</li> </ul> |
|--|---|

## EVIDENCE GUIDE

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

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Applied accounting principles and concepts as per the accounting principles. 1.2 Explained accounting equation as per the accounting principles. 1.3 Identified financial records as per accounting principles. 1.4 Explained rules of double entry system as per the accounting principles. 1.5 Opened ledger accounts as per the accounting principles. 1.6 Recorded transactions in the ledger accounts as per accounting principles. 1.7 Performed account balancing as per the accounting principles. 1.9 Extracted credit and debit balances as per accounting principles. 1.10 Prepared trial balance as per the accounting principles. 1.11 Prepared balance sheet as per accounting principles. 1.12 Prepared income statement as per the accounting principles. 1.13 Prepared statement of financial position as per the accounting principles. 1.14 Prepared cash flow statement as per accounting principles 1.15 Prepared books of original entry as per the accounting principles. 1.16 Prepared ledger accounts as per the accounting principles. 1.17 Prepared cash book as per accounting principles 1.18 Prepared capital, revenue and expenditure reports as per the accounting principles. 1.19 Made financial decision as per the accounting principles
2. Resource implications	The following resources must be provided: 2.1 Assessment room 2.2 Candidate reports 2.3 ICT infrastructure 2.4 Physical Infrastructure 2.5 Printer 2.6 Accounting source documents
3. Methods of assessment	Competency may be assessed through: 3.1 Observation 3.2 Written 3.3 Oral 3.4 Case study 3.5 Presentation

4. Context of Assessment	Competency may be assessed: 4.1 On the job 4.2 Off the job 4.3 In work placement Off the job assessment must be undertaken in a closely simulated workplace environment
1. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector, workplace and job roles is recommended.

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## APPLY MARKETING SKILLS

**UNIT CODE: 0414 551 20A**

**TVET CDACC UNIT CODE: HOS/OS/FBM/CC/03/6/MA**

### UNIT DESCRIPTION:

This unit describes competencies required to apply marketing skills. It involves developing marketing plan, evaluating hospitality marketing strategy, evaluating demand for hospitality services, evaluating a marketing environment and developing a marketing mix.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes which make up workplace functions	<b>PERFORMANCE CRITERIA</b> 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. Develop marketing plan.	1.1 <b>Marketing objectives</b> are identified as per work procedure. 1.2 Marketing <b>SWOT analysis</b> is carried out as per work procedure. 1.3 <b>Target market</b> is identified as per work procedure 1.4 <b>Marketing resources</b> are identified as per workplace.
2. Evaluate a hospitality marketing strategy	2.1 <b>Market information</b> is gathered as per work procedure. 2.2 <b>Market segmentation</b> is identified as per work procedure. 2.3 <b>Marketing decisions</b> are developed as per work policy. <b>Marketing strategies</b> are evaluated as per work procedures.
3. Evaluate demand for hospitality services	3.1 Evaluation objectives are identified as per hospitality services demand. 3.2 Marketing history data is reviewed as per hospitality services demand. 3.3 Competitors are identified as per work procedure. 3.4 <b>Products categories</b> are identified as per work procedure. 3.5 Product demand is analysed as per work procedure. 3.6 Marketing performance is monitored as per work place policy.
4. Evaluate marketing environment	4.1 <b>Macro and micro environments</b> are identified as per work procedure 4.2 <b>Competitors strategies</b> are evaluated as per work procedure 4.3 Data on customer consumption is gathered as per work procedure. 4.4 <b>Market trends</b> are monitored as per work policy.
5. Develop marketing mix.	5.1 Product portfolio is developed as per work procedure 5.2. Packaging of product is designed as per work procedure 5.3. <b>Promotion methods</b> are applied as per work policy. 5.4. Market programming is designed as per work procedure 5.5. Competitive prices are set as per work procedure

**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.

<b>Variable</b>	<b>Range</b>
1. Marketing objectives may include but not limited to:	<ul style="list-style-type: none"> <li>● Improving customer satisfaction</li> <li>● Increase brand awareness</li> <li>● Expand market research</li> <li>● Boosting sales.</li> <li>● Launch new products and services</li> </ul>
2. SWOT analysis may include but not limited to:	<ul style="list-style-type: none"> <li>● Strengths</li> <li>● Weaknesses</li> <li>● Opportunities</li> <li>● Threats</li> </ul>
3. Target market may include but not limited to:	<ul style="list-style-type: none"> <li>● Demographic target market</li> <li>● Geographic target market</li> <li>● Psychographic target market</li> <li>● Behavioural target market</li> <li>● Segmented by product usage</li> <li>● Industry or Niche market target</li> </ul>
4. Marketing resources may include but not limited to:	<ul style="list-style-type: none"> <li>● Human resources</li> <li>● Financial resources</li> <li>● Digital tools and platforms</li> <li>● Content resource</li> <li>● Marketing channels</li> <li>● Promotional materials</li> <li>● Training and educational resources</li> </ul>

<p>5. Market information may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Customer information</li> <li>• Competitor information</li> <li>• Industry trends</li> <li>• Market size and potential</li> <li>• Distribution and supply chain</li> <li>• Sources of market information</li> </ul>
<p>6. Market segmentation may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Demographic segmentation</li> <li>• Geographic segmentation</li> <li>• Psychographic segmentation</li> <li>• Behavioural segmentation</li> </ul>
<p>7. Market decisions may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Products decisions</li> <li>• Price decisions</li> <li>• Place (Distribution decisions)</li> <li>• Promotion decisions</li> </ul>
<p>8. Marketing strategies may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Digital marketing strategy</li> <li>• Content marketing strategy</li> <li>• Brand marketing strategy</li> <li>• In-bound marketing strategy</li> <li>• Out-bound marketing strategy</li> </ul>
<p>9. Macro and micro environments may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Micro environment <ul style="list-style-type: none"> <li>-Customers-Competitors</li> <li>-Suppliers-Intermediaries</li> <li>-Employees-Public</li> </ul> </li> <li>• Macro environment <ul style="list-style-type: none"> <li>-Political factors-Economic factors</li> </ul> </li> <li>• Sociocultural factors-Technological factors-Environmental factors-Legal factors</li> </ul>
<p>10. Competitors strategies may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Cost leadership</li> <li>• Differentiation</li> </ul>

	<ul style="list-style-type: none"> <li>• Niche strategy</li> <li>• Innovation</li> </ul>
11. Market trends may include but not limited to:	<ul style="list-style-type: none"> <li>• Technology trends</li> <li>• Sustainability trends</li> <li>• Consumer trends</li> <li>• Economic trends</li> </ul>
12. Promotion methods may include but not limited to:	<ul style="list-style-type: none"> <li>• Public relations</li> <li>• Traditional advertising</li> <li>• Digital marketing</li> <li>• Sales promotion</li> <li>• Influencer Marketing</li> <li>• Word of mouth Marketing</li> </ul>

### REQUIRED KNOWLEDGE AND SKILLS

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

#### Required Skills:

- Communication
- Marketing
- Selling
- Interpersonal relationship
- Risk assessment
- Analytical
- Decision making
- Problem solving
- ICT skills
- Negotiation
- Report writing
- Organizational
- Leadership
- Teamwork
- Persuasion
- Planning
- Control
- Numeracy

#### Required knowledge:

- Principles and methods of marketing
- Components of hospitality products
- Range of hospitality suppliers
- Customer knowledge
- Service standards
- Principles of hospitality
- Feedback mechanisms
- Promotion of the hospitality products

- Hospitality source markets

## EVIDENCE GUIDE

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

<p>1. Critical aspects of competency</p>	<p>1.1 Identified marketing objectives as per work procedure.  1.2 Carried out Marketing SWOT analysis as per work procedure.  1.3 Identified target market as per work procedure  1.4 Identified marketing strategies as per work requirement.  1.5 Identified marketing resources as per workplace.  1.6 Gathered market information as per work procedure.  1.7 Identified market segmentation as per work procedure.  1.8 Developed marketing decisions as per work policy.  1.9 Identified competitors as per work procedure.  1.10 Identified products categories as per work procedure.  1.11 Identified macro and micro environments as per work procedure  1.12 Evaluated competitors strategies as per work procedure  1.13 Developed product portfolio as per work procedure  1.14 Designed packaging of product as per work procedure  1.15 Applied promotion methods as per work policy</p>
<p>2. Resource implications</p>	<p>The following resources should be provided for assessment:</p> <p>2.1 Computer  2.2 Notebook  2.3 Flipcharts  2.4 Stationeries  2.5 Learning resource centre  2.6 Internet</p>
<p>3. Methods of assessment</p>	<p><b>Competency may be assessed through:</b></p> <p>3.1 practical  3.2 Verbal questioning  3.3 Project  3.4 Observation  3.5 Third party report  3.6 Interview  3.7 Written test</p>
<p>4. Context of assessment</p>	<p>Competency may be assessed individually</p> <p>4.1 On-the-job  4.2 Off-the-job  4.3 Workplace experience  4.4 Field trips and excursions</p>
<p>4 Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.</p>

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## UNDERTAKE HOSPITALITY RESEARCH

**UNIT CODE: 0541 551 21A**

**TVET CDACC UNIT CODE: HOS/OS/FBM/CC/04/6/MA**

### UNIT DESCRIPTION:

This unit describes competencies required to undertake hospitality research. It involves preparing a research proposal, application of research methods, and analyzing research findings.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes which make up workplace functions	<b>PERFORMANCE CRITERIA</b> 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. Prepare research proposal	1.1 Research problem is identified based on existing research gap. 1.2 Research objectives are developed according to research problem. 1.3 Research questions are designed based on research objectives. 1.4 Scientific research proposal is developed as per work procedure.
2. Apply research methods	2.1 <b><i>Study design</i></b> is determined in accordance with research problem and research data. 2.2 Sample size is determined based on the research methodology. 2.3 <b><i>Sampling techniques</i></b> are determined in accordance with scope and research methodology. 2.4 Ethical considerations are determined based on research methods utilized. 2.5 Research materials are identified based on scope and research methodology. 2.6 Data is collected in accordance with <b><i>research methodology</i></b> .
3. Analyze research finding	3.1 <b><i>Data analysis methods</i></b> are identified as per job requirement. 3.2 Data analysis is performed as per work procedure. 3.3 Research report is prepared as per work procedure.

### 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
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1. Data collection instruments may include but not limited to:	<ul style="list-style-type: none"> <li>• Questionnaire</li> <li>• Interviews</li> <li>• Focus study group</li> <li>• Survey</li> </ul>
2. Data collection procedures may include but not limited to:	<ul style="list-style-type: none"> <li>• Collect data</li> <li>• Measure information</li> <li>• Test hypothesis</li> <li>• Evaluate outcomes</li> </ul>
3. Sampling methods may include but not limited to:	<ul style="list-style-type: none"> <li>• Random</li> <li>• Systematic</li> <li>• Cluster</li> <li>• Stratified</li> <li>• Convenience</li> </ul>
4. Data analysis methods may include but not limited to:	<ul style="list-style-type: none"> <li>• Content analysis</li> <li>• Descriptive</li> <li>• Diagnostics</li> <li>• Predictive</li> </ul>

### **REQUIRED SKILLS AND KNOWLEDGE**

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

#### **Required Knowledge**

The individual needs to demonstrate knowledge of:

- Types of research
- Research designs
- Data collection and analysis techniques
- Data analysis techniques
- Research instruments

#### **Required Skills**

The individual needs to demonstrate the following skills:

- |                 |                     |
|-----------------|---------------------|
| • Analytical    | • Critical thinking |
| • Communication | • Decision making   |
| • Computer      | • Observation       |
| • Creativity    | • Problem solving   |
| • Interpersonal | • Report writing    |

### **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	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Identified research problem based on research existing research gap</li> <li>1.2 Formulated research objectives in accordance with research problem</li> <li>1.3 Developed project proposal as per workplace guidelines</li> <li>1.4 Analysed data in line with research objectives</li> <li>1.5 Prepared research report as per research objectives</li> </ul>
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Appropriately simulated environment where assessment can take place</li> <li>2.2 Access to relevant work environment</li> </ul>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Practical Assessment</li> <li>3.2 Project-Based Assessment</li> <li>3.3 Portfolio of Evidence</li> <li>3.4 Third Party Reports</li> <li>Written Assessment</li> </ul>
4. Context of Assessment	<p>Competency may be assessed in a workplace or simulated workplace</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

**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>
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**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>
<p>Food and beverage duties may include but not limited to:</p>	<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>
<p>Food and beverage resources may include but not limited to:</p>	<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>
<p>Risk mitigation measures may include but not limited to:</p>	<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>
<p>food and beverage operations may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Food production</li> <li>• Food service</li> </ul>
<p>food and beverage operations staff training may include but not limited to:</p>	<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>
<p>food and beverage staff performance may include but not limited to:</p>	<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:

- Menu knowledge
- Hotel management
- Basic culinary techniques
- Hygiene and sanitation
- Principles of management
- Cost control
- Digital literacy
- Nutrition and diet therapy
- Numeracy skills
- Accounting
- Food regulation
- Environmental literacy
- Safety
- Food hygiene

### Required skills

The individual needs to demonstrate the following skills:

- Culinary art
- Menu planning
- Organization
- Analytical
- Leadership
- Attention to detail
- Sales techniques
- Time management
- Interpersonal
- Entrepreneurial
- Critical thinking

- 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.

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## **CORE UNITS OF COMPETENCY**

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## PREPARE STARTERS AND STARTER ACCOMPANIMENTS

**UNIT CODE: 1013 551 01A**

**TVET CDACC UNIT CODE: HOS/OS/FBP/CR/01/3/MA**

### UNIT DESCRIPTION

This unit describes competencies required to prepare starters and starter accompaniments. It involves preparation of cold starters, hot starters and starter accompaniments.

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 cold starters	1.1 <i>PPEs</i> are donned as per work procedure 1.2 <i>OSH</i> is practiced as per work procedure 1.3 <i>Cleaning materials</i> are identified and assembled as per work procedure 1.4 <i>Food production tools and equipment</i> are assembled and cleaned as per work procedure 1.5 <i>Ingredients</i> are collected and weighed as per standard recipe 1.6 Freshness and quality of the ingredients is checked as per HACCP 1.7 Ingredients are prepared as per standard recipe specifications 1.8 Hygiene practices are observed during preparation as per work procedures 1.9 <i>Cold starters</i> are produced as per standard recipe 1.10 Cold starters are presented as per standard recipe 1.11 Tools, equipment and materials are cleaned and stored as per work procedures 1.12 Work surfaces and floors are cleaned as per work procedures 1.13 Waste is disposed as per work procedures
2. Prepare hot starters	2.1 PPEs are donned as per work procedure 2.2 OSH is practiced as per work procedure

<b>ELEMENT</b> <b>These describe the key outcomes which make up workplace function.</b>	<b>PERFORMANCE CRITERIA</b> <b>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></b>
	2.3 Cleaning materials are identified and assembled as per work procedure 2.4 Food production tools and equipment are assembled and cleaned as per work procedure 2.5 Ingredients are collected and weighed as per standard recipe 2.6 Freshness and quality of ingredients is checked as per HACCP 2.7 Ingredients are prepared as per standard recipe specifications 2.8 Hygiene practices are observed during preparation as per work procedure 2.9 <i>Hot starters</i> are produced as per standard recipe 2.10 Hot starters are presented as per standard recipe 2.11 <i>Tools, equipment and materials</i> are cleaned and stored as per work procedure 2.12 Work surfaces and floors are cleaned as per work Procedure 2.13 Waste is disposed as per work procedure
3. Prepare starters and starter accompaniments	3.1 PPEs are donned as per work procedure 3.2 <i>OSH</i> is practiced as per work procedure 3.3 Cleaning materials are identified and assembled as per work procedure 3.4 Food production tools and equipment are assembled and cleaned as per work procedure 3.5 Ingredients are collected and weighed as per standard recipe 3.6 Freshness and quality of ingredients is checked as per HACCP 3.7 Ingredients are prepared as per standard recipe specifications 3.8 Hygiene practices are observed as per work procedure 3.9 <i>Starter accompaniments</i> are produced as per standard recipe 3.10 Accompaniments are presented as per standard recipe 3.11 Tools, equipment and materials are cleaned and stored as per work procedure 3.12 Work surfaces and floors are cleaned as per work procedure 3.13 Waste is disposed as per work procedure

**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
<ul style="list-style-type: none"> <li>• PPEs may include but is not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Safety boots</li> <li>• Side cloth</li> <li>• Apron</li> <li>• Chef 's jacket</li> <li>• Chef 's hat</li> <li>• Chef 's trousers/Skirts</li> <li>• Neck tie</li> <li>• Kitchen gloves</li> <li>• Mask</li> </ul>
<ul style="list-style-type: none"> <li>• OSH may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Kitchen hazards</li> <li>• Hazard communication</li> <li>• Role of employer and employee on personal protective equipment</li> <li>• Ergonomics</li> <li>• Chemical safety</li> <li>• Fire safety</li> <li>• Workplace stress management</li> <li>• Emergency preparedness</li> </ul>
<ul style="list-style-type: none"> <li>• Cleaning materials may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Water</li> <li>• Sanitizer</li> <li>• Detergents</li> <li>• Salads wash</li> <li>• Paper towel</li> <li>• Sponges</li> </ul>
<ul style="list-style-type: none"> <li>• Tools and equipment may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Chopping boards</li> <li>• Kitchen Knives</li> <li>• Glass bowls</li> <li>• Salad spinner</li> <li>• Mixing bowls</li> <li>• Wire whisk</li> <li>• Lemon squeezer</li> <li>• Refrigerator</li> <li>• Salamander</li> <li>• Cooking pots</li> <li>• Blenders</li> <li>• Wooden spoons</li> <li>• Ladle</li> <li>• Conical strainer</li> </ul>

	<ul style="list-style-type: none"> <li>•Waste bins</li> <li>•Squeegee</li> <li>•Peelers and graters</li> </ul>
<ul style="list-style-type: none"> <li>• Ingredients may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Lettuce</li> <li>• Tomatoes</li> <li>• Cucumber</li> <li>• Bell peppers</li> <li>• Radish</li> <li>• Onions</li> <li>• Carrots</li> <li>• Beans</li> <li>• Pumpkin</li> <li>• Celery</li> <li>• Avocados</li> <li>• Eggs</li> <li>• Gherkins</li> <li>• Rice</li> <li>• Walnuts</li> <li>• Sun dried tomatoes</li> <li>• Oil</li> <li>• Vinegar</li> <li>• Capers</li> <li>• Olives</li> <li>• Chicken</li> <li>• Beef</li> <li>• Stocks</li> </ul>
<ul style="list-style-type: none"> <li>• Types of recipes may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Basic</li> <li>• Standard</li> <li>• modified</li> </ul>
<ul style="list-style-type: none"> <li>• Cold starters may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Avocado salad</li> <li>• Coleslaw</li> <li>• Caesar</li> <li>• Greek</li> <li>• Mango</li> <li>• Chef special</li> <li>• Waldorf salad</li> </ul>
<ul style="list-style-type: none"> <li>• Hot starters may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Tomato soup</li> <li>• Minestrone</li> <li>• Leek potato soup</li> <li>• Chicken noodle soup</li> <li>• Clear beef broth</li> <li>• Sweet potato and pumpkin soup</li> <li>• Pumpkin soup</li> </ul>

	<ul style="list-style-type: none"> <li>• Butter nut soup</li> <li>• Carrot and ginger</li> <li>• Cream of mushroom</li> <li>• Roasted aubergine and garlic soup</li> <li>• Farmers soup</li> <li>• Crab bisque</li> <li>• Mulligatawny soup</li> <li>• Sea food pancake</li> </ul>
<ul style="list-style-type: none"> <li>• Starter accompaniments may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Bread rolls</li> <li>• Breadsticks</li> <li>• Cheese crackers</li> <li>• Croutons flute</li> <li>• Dips</li> <li>• Cheese straws</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:

- Selection, use and care of equipment
- Food production
- Basic culinary techniques
- Hygiene, safety and sanitation
- Thickening agents
- Combination of ingredients
- Food commodities
- Food pairing and presentation
- Portion control
- Nutrients

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## Required skills

The individual needs to demonstrate the following skills:

- Culinary
- Analytical
- Attention to detail
- Critical thinking
- Decision making
- Creativity
- Time management
- Interpersonal skills

## 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><b><i>Assessment requires evidence that the candidate:</i></b></p> <ul style="list-style-type: none"><li>1.1 1. Donned PPEs as per work procedure</li><li>1.2 Practiced OSH as per work procedure</li><li>1.3 Assembled and cleaned food production tools and equipment as per work procedure.</li><li>1.4 Collected and weighed ingredients as per standard recipe</li><li>1.5 Checked freshness and quality of ingredients as per HACCP</li><li>1.6 Prepared ingredients as per standard recipe specifications.</li><li>1.7 Prepared cold starters as per standard recipe</li><li>1.8 Produced hot starters as per standard recipe.</li><li>1.9 Produced starter accompaniments as per standard recipe.</li><li>1.10 Presented cold starters as per standard recipe.</li></ul>
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	<p>1.11 Presented hot starters as per standard recipe.</p> <p>1.12 Presented starter accompaniments as per standard recipe.</p> <p>1.13 Cleaned and stored tools, equipment and materials as per work procedure.</p> <p>1.14 Cleaned work surfaces and floors as per work procedure.</p> <p>1.15 Disposed waste as per environmental regulations</p>
2. Resource implications	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place</p> <p>2.2 Access to relevant work environment</p> <p>2.3 Resources relevant to the proposed activities or tasks</p>
3. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practical</p> <p>3.2 Project</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Third Party Reports</p> <p>3.5 Written assessments</p> <p>3.6 Oral questioning</p>
4. Context of assessment	<p>4.1. This competency may be assessed in a workplace 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>

## PREPARE MAIN MEAL

**UNIT CODE: 1013 551 02A**

**TVET CDACC UNIT CODE: HOS/OS/FBP/CR/02/3/MA**

### UNIT DESCRIPTION

This unit describes competencies required to prepare main meal. It involves preparation of protein dishes, starch dishes, vegetable dishes and breakfast items.

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>Bold and italicized terms are elaborated in the Range</i>
1. Prepare protein dishes	1.1 <b>PPEs</b> are donned as per work procedure 1.2 OSH is practiced as per work procedure 1.3 <b>Cleaning materials</b> are identified and assembled as per work procedure. 1.4 Food production tools and equipment are assembled and cleaned as per work procedure. 1.5 <b>Ingredients</b> are collected and weighed as per standard recipe. 1.6 Freshness and quality of ingredients is checked as per HACCP 1.7 Ingredients are prepared as per standard recipe specifications. 1.8 Hygiene practices are observed as per work procedure. 1.9 <b>Protein dishes</b> are produced as per standard recipe 1.10 <b>Sauces</b> are produced as per protein dish 1.11 Protein dishes are presented as per standard recipe 1.12 <b>Tools, equipment and materials</b> are cleaned and stored as per work procedure 1.13 Work surfaces and floors are cleaned as per work procedure. 1.14 <b>Waste</b> is disposed as per work procedure.
2. Prepare starch dishes	2.1 <b>PPEs</b> are donned as per work procedure 2.2 OSH is practiced as per work procedure 2.3 <b>Cleaning materials</b> are identified and assembled as per work procedure. 2.4 Food production tools and equipment are assembled and cleaned as per work procedure.

	<p>2. 5 <i>Ingredients</i> are collected and weighed as per standard recipe</p> <p>2. 6 Freshness and quality of ingredients is checked as per HACCP</p> <p>2. 7 <i>Ingredients</i> are prepared as per standard recipe specifications.</p> <p>2. 8 Hygiene practices are observed as per work procedure.</p> <p>2. 9 <i>Starch dishes</i> are produced as per standard recipe.</p> <p>2. 10 <i>Starch dishes</i> are presented as per standard recipe.</p> <p>2. 11 <i>Tools, equipment and materials</i> are cleaned and stored as per work procedure.</p> <p>2. 12 Work surfaces and floors are cleaned as per work procedure</p> <p>2. 13 Waste is disposed as per work procedure.</p>
3. Prepare vegetable dishes	<p>3.1 <i>PPEs</i> are donned as per work procedure.</p> <p>3.2 OSH is practiced as per work procedure</p> <p>3.3 <i>Cleaning materials</i> are identified and assembled as per work procedure</p> <p>3.4 Food production tools and equipment are assembled and cleaned as per work procedure.</p> <p>3.5 <i>Ingredients</i> are collected and weighed as per standard recipe</p> <p>3.6 Freshness and quality of ingredients is checked as per HACCP</p> <p>3.7 <i>Ingredients</i> are prepared as per standard recipe specifications</p> <p>3.8 Hygiene practices are observed as per work procedure.</p> <p>3.9 <i>Vegetable dish</i> is produced as per standard recipe.</p> <p>3.10 <i>Vegetable dishes</i> are presented as per standard recipe</p> <p>3.11 <i>Tools, equipment and materials</i> are cleaned and stored as per work procedure.</p> <p>3.12 Work surfaces and floors are cleaned as per work procedure.</p> <p>3.13 Waste is disposed as per work procedure.</p>
4. Prepare breakfast items	<p>4.1. <i>PPEs</i> are donned as per work procedure.</p> <p>4.2. OSH is practised as per work procedure</p>

	<p>4.3. <i>Cleaning materials</i> are identified and assembled as per work procedure</p> <p>4.4. Food production tools and equipment are assembled and cleaned as per work procedure.</p> <p>4.5. Ingredients are collected and weighed as per <i>type of breakfast</i></p> <p>4.6. Freshness and quality of ingredients is checked as per HACCP</p> <p>4.7. Ingredients are prepared as per standard recipe specifications</p> <p>4.8. Hygiene practices are observed as per work procedure.</p> <p>4.9. <i>Breakfast items</i> are produced as per standard recipe.</p> <p>4.10. Breakfast items are presented as per type of breakfast</p> <p>4.11. <i>Tools, equipment and materials</i> are cleaned and stored as per work procedure.</p> <p>4.12. Work surfaces and floors are cleaned as per work procedure.</p> <p>4.13. Waste is disposed as per work procedure.</p>
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**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
<ul style="list-style-type: none"> <li>• <i>PPEs</i> may include but is not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Safety boots</li> <li>• Side cloth</li> <li>• Apron</li> <li>• Chef 's jacket</li> <li>• Chef 's trouser/skirt</li> <li>• Chef 's hat</li> <li>• Neck tie</li> <li>• Kitchen gloves</li> <li>• Mask</li> <li>- Oven gloves</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Cleaning material</i> may include but is not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Water</li> <li>• Sanitizer</li> <li>• Detergents</li> <li>• Paper towel</li> </ul>

	<ul style="list-style-type: none"> <li>• Fruit and salad wash</li> </ul>
<ul style="list-style-type: none"> <li>• <b><i>Tools, equipment and materials</i></b> may include but is not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Sponges</li> <li>• Chopping boards</li> <li>• Kitchen Knives</li> <li>• Mixing bowls</li> <li>• Wire whisk</li> <li>• Lemon Squeezer</li> <li>• Refrigerator</li> <li>• Bain marie</li> <li>• Salamander</li> <li>• Cooking pots</li> <li>• Blenders</li> <li>• Wooden spoons</li> <li>• Ladle</li> <li>• Conical strainer</li> <li>• Waste bins</li> <li>• Squeegee</li> <li>• Pans</li> <li>• Spatulas</li> <li>• Oven</li> <li>• Brush</li> <li>• Waffle making machine</li> <li>• Juice dispenser</li> <li>• Juicer</li> <li>• Assorted tongs</li> <li>• Griddle</li> <li>• Rational oven</li> </ul>

	<ul style="list-style-type: none"> <li>• Grill</li> <li>• Tea Urns</li> <li>• Chest Freezers</li> <li>• Potatoes Peelers</li> <li>• graters</li> <li>• Cling film</li> <li>• Aluminum foil</li> <li>• Food labels</li> <li>• Weighing scale</li> <li>• Measuring jars</li> <li>• Measuring spoons</li> <li>• Measuring cups</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Ingredients</b> may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Vegetables</li> <li>• Meats</li> <li>• Pastas</li> <li>• Starches</li> <li>• Seasonings</li> <li>• Eggs</li> <li>• Processed meats</li> <li>• Fruits</li> <li>• Cereals and legumes</li> <li>• Cooking oil</li> <li>• Dairy and non-dairy products</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Protein dishes</b> may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Roast chicken</li> <li>• Chicken palak</li> <li>• Supreme chicken</li> <li>• Beef stew</li> <li>• Beef goulash</li> <li>• Beef stroganoff</li> </ul>

	<ul style="list-style-type: none"> <li>• Beef carbonade</li> <li>• Grilled salmon</li> <li>• Bread crumbed fish</li> <li>• Fish in batter</li> <li>• Shallow fried fish</li> <li>• Lamb satay</li> <li>• Lamb stew</li> <li>• Lamb steak</li> <li>• Mutton curry</li> <li>• Grilled lamb chops</li> <li>• Pork chops</li> <li>• Sweet and sour pork</li> <li>• Roast pork belly</li> <li>• Bean goulash</li> <li>• Lentil stew</li> <li>• Bean curry</li> <li>• Scrambled eggs</li> <li>• Soft/hard boiled eggs</li> <li>• Stir fried tofu</li> <li>Grilled tempeh</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Sauces</b> may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Basic sauces <ul style="list-style-type: none"> <li>- Bechamel</li> <li>- Velouté</li> <li>- Espagnole/ brown sauce</li> <li>- Tomato sauce</li> <li>- Hollandaise</li> </ul> </li> <li>• Others <ul style="list-style-type: none"> <li>- Mayonnaise</li> <li>- Beurre blanc</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- Garlic butter</li> <li>- Sweet and sour</li> <li>- Mint sauce</li> <li>- Bread sauce</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Starch dishes</b> may include but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Pilaf</li> <li>• Steamed rice</li> <li>• Braised rice</li> <li>• Vegetable rice</li> <li>• Pilau</li> <li>• Turmeric</li> <li>• Risotto</li> <li>• Ugali</li> <li>• Roast potatoes</li> <li>• French fries</li> <li>• Lyonnaise</li> <li>• Gnocchi</li> <li>• Spaghetti Bolognese</li> <li>• Macaroni and cheese</li> <li>• Spaghetti in tomato sauce</li> <li>• Chapati</li> <li>• Mashed potatoes</li> <li>• Mashed green bananas</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Vegetable dishes</b> may include but is not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Mixed vegetables</li> <li>• Braised red cabbage</li> <li>• Sauté spinach</li> <li>• Stir fried cabbage</li> <li>• Stuffed bell peppers</li> <li>• Deep fried courgettes</li> </ul>

	<ul style="list-style-type: none"> <li>• Ratatouille</li> <li>• Buttered carrots</li> <li>• Okra curry</li> <li>• Coleslaw</li> <li>• kachumbari</li> <li>• Fried kale <ul style="list-style-type: none"> <li>• Stir fried cauliflower</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <b><i>Breakfast items</i></b> may include but is not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• Coffee</li> <li>• Tea</li> <li>• Cereals</li> <li>• Eggs</li> <li>• Milk</li> <li>• Porridge</li> <li>• Waffles</li> <li>• Bagels</li> <li>• Toasts</li> <li>• Meats</li> <li>• Fruits</li> <li>• Juices</li> <li>• Pastries</li> <li>• Yoghurts</li> <li>• Potatoes</li> <li>• Smoothies</li> <li>• Syrups</li> <li>• Breakfast sandwiches</li> <li>• Preserves</li> <li>• Cheese</li> <li>• Baked beans</li> </ul>

	<ul style="list-style-type: none"> <li>• Vegetables</li> <li>• Corn on cob</li> <li>• Nuts</li> <li>• Dried fruits</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Types of breakfast</i> may include but is not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>• American</li> <li>• English</li> <li>• Continental</li> <li>• Vegan</li> <li>• Asian</li> <li>• Brunch</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:

- Selection, use and care of equipment
- Food production
- Basic culinary techniques
- Hygiene, safety and sanitation
- Thickening agents
- Combination of ingredients
- Food commodities
- Food pairing and presentation
- Portion control
- Nutrients
- Recipe interpretation

### Required skills

The individual needs to demonstrate the following skills:

- Time management
- Culinary
- Analytical
- Attention to detail
- Critical thinking
- Decision making

- Creativity
- Interpersonal

## EVIDENCE GUIDE

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

<p>1.Critical aspects of competency</p>	<p><b><i>Assessment requires evidence that the candidate:</i></b></p> <p>1.1 Donned PPEs as per work procedure</p> <p>1.2 Practiced OSH as per work procedure</p> <p>1.3 Assembled and cleaned food production tools and equipment as per work procedure</p> <p>1.4 Collected and weighed ingredients as per standard recipe</p> <p>1.5 Checked freshness and quality of ingredients as per HACCP</p> <p>1.6 Prepared Ingredients as per standard recipe specifications</p> <p>1.7 Produced protein dishes as per standard recipe</p> <p>1.8 Sauces are produced as per protein dishes</p> <p>1.9 Produced starch dishes as per standard recipe</p> <p>1.10 Produced vegetable dishes as per standard recipe</p> <p>1.11 Prepared breakfast items as per standard recipe</p> <p>1.12 Presented protein dishes as per standard recipe</p> <p>1.13 Presented starch dishes as per standard recipe</p> <p>1.14 Presented vegetable dishes as per standard recipe</p> <p>1.15 Presented breakfast items as per standard recipe</p> <p>1.16 Cleaned and stored tools, equipment and materials as per work procedure.</p> <p>1.17 Cleaned work surfaces and floors as per work procedure.</p> <p>1.18 Disposed waste as per work procedure</p>
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2. Resource implications	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place</p> <p>2.2 Access to relevant work environment</p> <p>2.3 Resources relevant to the proposed activities or tasks</p>
3. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practical</p> <p>3.2 Project</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Third Party Reports</p> <p>3.5 Written assessments</p> <p>3.6 Oral questioning</p>
4. Context of assessment	4.2. This competency may be assessed in a workplace or a simulated workplace
5. Guidance information for assessment	5.2. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.

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## PREPARE DESSERTS

**UNIT CODE: 1013 551 03A**

**TVET CDACC UNIT CODE: HOS/OS/FBP/CR/03/3/MA**

### UNIT DESCRIPTION

This unit describes competencies required to prepare desserts and bakery products. It involves preparation of cold desserts, hot desserts, sweet sauces and bakery products

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>Bold and italicized terms are elaborated in the Range</i>
1. Prepare cold desserts	1.1 <b>PPEs</b> are donned as per work procedure 1.2 <b>OSH</b> is practiced as per work procedure 1.3 <b>Cleaning tools, equipment and materials</b> are identified and assembled as per work procedure 1.4 Kitchen tools and equipment are assembled and cleaned as per work procedure. 1.5 Ingredients are collected and weighed as per standard <b>recipe</b> 1.6 Freshness and quality of ingredients is checked as per HACCP 1.7 Ingredients are prepared as per standard recipe specifications. 1.8 Hygiene practices are observed as per work procedure. 1.9 <b>Cold desserts</b> are produced as per standard recipe 1.10 Cold desserts are presented as per standard recipe 1.11 Tools, equipment and materials are cleaned and stored as per work procedure. 1.12 Work surfaces and floors are cleaned as per work procedure. 1.13 Waste is disposed as per work procedure.
2. Prepare hot desserts	2.1 <b>PPEs</b> are donned as per work procedure 2.2 <b>Cleaning tools, equipment and materials</b> are identified and assembled as per work procedure 2.3 Food production tools and equipment are assembled and cleaned as per work procedure. 2.4 Ingredients are collected and weighed as per standard recipe 2.5 Freshness and quality of ingredients is checked as per HACCP 2.6 Ingredients are prepared as per standard recipe specifications 2.7 Hygiene practices are observed as per work procedure. 2.8 <b>Hot desserts</b> are produced as per standard recipe 2.9 Hot desserts are presented as per recipe

	<p>2.10 Tools, equipment and materials are cleaned and stored as per work procedure.</p> <p>2.11 Work surfaces and floors are cleaned as per work procedure.</p> <p>2.12 Waste is disposed as per work procedure.</p>
3. Prepare accompanying sauces	<p>3.1 <i>PPEs</i> are donned as per work procedure.</p> <p>3.2 <b><i>Cleaning tools, equipment and materials</i></b> are identified and assembled per work procedure.</p> <p>3.3 Kitchen tools and equipment are assembled and cleaned as per work procedure.</p> <p>3.4 Ingredients are collected and weighed as per standard recipe.</p> <p>3.5 Freshness and quality of ingredients is checked as per HACCP.</p> <p>3.6 Ingredients are prepared as per standard recipe specifications</p> <p>3.7 Hygiene practices are observed during preparation as per work procedure.</p> <p>3.8 <b><i>Accompanying sauces</i></b> are produced as per standard recipe</p> <p>3.9 Accompanying sauces are presented as per standard recipe</p> <p>3.10 Tools, equipment and materials are cleaned and stored as per work procedure.</p> <p>3.11 Work surfaces and floors are cleaned as per work procedure.</p> <p>3.12 Waste is disposed as per works procedure.</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
<b><i>PPEs</i></b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Safety boots</li> <li>• Side cloth</li> <li>• Apron</li> <li>• Chef's jacket</li> <li>• Chef's trouser/skirt</li> <li>• Chef's hat</li> <li>• Neck tie</li> <li>• Kitchen gloves</li> <li>• Mask</li> <li>• Oven gloves</li> </ul>
<b><i>OSH</i></b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Personal Protective Equipment</li> <li>• Ergonomics</li> <li>• Chemical safety</li> <li>• Workplace stress management</li> <li>• Fire safety</li> <li>• Hazard communication</li> <li>• Emergency preparedness</li> </ul>

<p><b>Cleaning materials</b> may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Water</li> <li>• Sanitizer</li> <li>• Detergents</li> <li>• Salads wash</li> <li>• Paper towel</li> <li>• Sponges</li> </ul>
<p><b>Tools and equipment</b> may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Chopping boards</li> <li>• Kitchen Knives</li> <li>• Glass bowls</li> <li>• Salad spinner</li> <li>• Mixing bowls</li> <li>• Wire whisk</li> <li>• Squeezer bottles</li> <li>• Refrigerator</li> <li>• Salamander</li> <li>• Cooking pots</li> <li>• Blenders</li> <li>• Wooden spoons</li> <li>• Ladle</li> <li>• Conical strainer</li> <li>• Waste bins</li> <li>• Squeegee</li> <li>• Peelers and graters</li> </ul>
<p><b>Ingredients</b> may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Baking Flour</li> <li>• Raising agents</li> <li>• Dairy products</li> <li>• Non-dairy creams</li> <li>• Dried fruits</li> <li>• Gelatine</li> <li>• Jelly crystals</li> <li>• Sugar and salt</li> <li>• Cooking oils</li> <li>• Margarine</li> <li>• Flavoring agents</li> <li>• Eggs</li> </ul>
<p><b>Recipes</b> may include but not limited</p>	<ul style="list-style-type: none"> <li>• Types of recipes</li> <li>• Recipe interpretation</li> <li>• Recipe conversion</li> </ul>
<p><b>Cold desserts</b> may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Caramels</li> <li>• Tiramisu</li> <li>• Cheese cake</li> <li>• Sorbets</li> <li>• Ice cream</li> </ul>

	<ul style="list-style-type: none"> <li>• Fruit salad</li> <li>• Baked Alaska</li> <li>• Profiteroles</li> <li>• Éclairs</li> <li>• Mousse</li> <li>• Jellies</li> <li>• Fruit fools</li> <li>• Trifles</li> <li>• Poached fruits</li> <li>• Soufflés</li> <li>• Bavarois</li> </ul>
<b>Hot desserts</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Ginger and nut pudding</li> <li>• Chocolate pudding</li> <li>• Umm Ali</li> <li>• Pies</li> <li>• Pancakes</li> <li>• Crepes</li> <li>• Fritters</li> <li>• Apple crumble tartlets</li> <li>• Apple charlotte</li> </ul>
<b>Accompanying Sauces</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Custard sauce</li> <li>• Chocolate sauce</li> <li>• Strawberry sauce</li> <li>• Passion sauce</li> <li>• Lemon sauce</li> <li>• Orange sauce</li> <li>• Vanilla sauce</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:

- Food production
- Property management
- Basic culinary techniques
- Hygiene and sanitation
- Safety
- Food science and nutrition

### Required skills

The individual needs to demonstrate the following skills:

- Time management
- Interpersonal
- Culinary

- Analytical
- Attention to detail
- Critical thinking
- Decision making
- Creativity

## EVIDENCE GUIDE

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

<p>1. Critical aspects of competency</p>	<p><b><i>Assessment requires evidence that the candidate:</i></b></p> <p>1.1 Donned <b>PPEs</b> as per work procedure</p> <p>1.2 Practiced <b>OSH</b> as per work procedure</p> <p>1.3 Assembled and cleaned food production tools and equipment as per work procedure</p> <p>1.4 Collected and weighed ingredients as per standard recipe</p> <p>1.5 Checked freshness and quality of ingredients as per HACCP</p> <p>1.6 Prepared Ingredients as per standard recipe specifications</p> <p>1.7 Produced cold desserts as per standard recipe</p> <p>1.8 Produced hot desserts as per standard recipe</p> <p>1.9 Presented cold desserts as per standard recipe</p> <p>1.10 Presented hot desserts as per standard recipe</p> <p>1.11 Produced accompanying sauces as per standard recipe</p> <p>1.12 Presented cakes and accompanying sauces as per standard recipe</p> <p>1.13 Cleaned and stored tools, equipment and materials as per work procedure.</p> <p>1.14 Cleaned work surfaces and floors as per work Procedure.</p> <p>1.15 Disposed waste as per environmental regulations</p>
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2. Resource implications	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place</p> <p>2.2 Access to relevant work environment</p> <p>2.3 Resources relevant to the proposed activities or tasks</p>
3. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practical</p> <p>3.2 Project</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Third Party Reports</p> <p>3.5 Written assessments</p> <p>3.6 Oral questioning</p>
4. Context of assessment	<p>4.1 This competency may be assessed in a workplace 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>

## PREPARE PASTRIES

**UNIT CODE: 1013 551 04A**

**TVET CDACC UNIT CODE: HOS/OS/FBP/CR/01/4/MA**

### UNIT DESCRIPTION

This unit covers the competencies required to prepare pastries. It involves preparing short pastry, sugar pastry, puff pastry and choux pastry

This standard applies 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 short pastry	1.1 <i><b>PPEs</b></i> are donned as per workplace requirement 1.2 Work surfaces and equipment are cleaned as per workplace requirement 1.3 Ingredients are assembled as per recipe 1.4 Ingredients are weighed as per recipe 1.5 Ingredients are mixed as per recipe. 1.6 Mixture is baked as per recipe 1.7 <i><b>Short pastry products</b></i> are finished and packaged as per workplace requirements
2. Prepare sugar pastry	2.1 PPEs are donned as per workplace requirement 2.2 Work surfaces and equipment are cleaned as per workplace requirement 2.3 Ingredients are assembled as per recipe 2.4 Ingredients are weighed as per recipe 2.5 Ingredients are mixed as per recipe. 2.6 Mixture is baked as per recipe 2.7 <i><b>Sugar pastry products</b></i> are finished and packaged as per workplace requirements
3. Prepare puff pastry	3.1 PPEs are donned as per workplace requirement 3.2 Ingredients and equipment are assembled as per puff recipe 3.3 Puff pastry making equipment are cleaned as per work requirement. 3.4 Ingredients are weighed as per puff pastry recipe 3.5 Puff pastry ingredients are mixed as per puff recipe procedure 3.6 Puff pastry dough is laminated as per puff recipe 3.7 Laminated puff pastry dough is chilled as per recipe 3.8 Chilled puff pastry is rolled out as per recipe 3.9 Rolled out puff pastry is portioned as per recipe. 3.10 <i><b>Puff pastry products</b></i> are baked as per recipe

	3.11 Puff pastry products are packaged as per workplace requirements
4. Prepare choux pastry	4.1 PPEs are donned as per workplace requirement 4.2 Work surfaces and equipment are cleaned as per workplace requirement 4.3 Ingredients are assembled as per recipe 4.4 Ingredients are weighed as per recipe 4.5 Ingredients are mixed as per recipe. 4.6 <b>Choux pastry products</b> are produced as per recipe 4.7 Choux pastry products are finished and packaged as per workplace requirements

## 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
<b>PPEs</b> may include but not limited to;	<ul style="list-style-type: none"> <li>• Kitchen boots</li> <li>• Kitchen cloth</li> <li>• Apron</li> <li>• Chef 's jacket</li> <li>• Chef 's hat</li> <li>• Chef 's trousers/Skirts</li> <li>• Neck tie</li> <li>• Oven gloves</li> </ul>
<b>Short pastry products</b> may include but not limited to;	<ul style="list-style-type: none"> <li>• Fruit pies</li> <li>• Treacle tart</li> <li>• Cheese and ham savoury flan</li> <li>• Cornish pasties</li> <li>• Turnovers</li> </ul>
<b>Sugar pastry products</b> may include but not limited to;	<ul style="list-style-type: none"> <li>• Biscuits</li> <li>• Cookies</li> <li>• Pear and almond tart</li> <li>• Banana flan</li> <li>• Apple flan</li> <li>• Lemon tart</li> <li>• Lemon meringue pie</li> <li>• Bakewell tart</li> </ul>
<b>Puff pastry products</b> may include but not limited to;	<ul style="list-style-type: none"> <li>• Jam turnovers</li> <li>• Apple turnovers</li> <li>• Cream horns</li> <li>• Sausage modified straight dough</li> </ul>

	<ul style="list-style-type: none"> <li>• Puff pastry slices</li> <li>• Meat pie</li> </ul>
<i>Choux pastry products</i> may include but not limited to;	<ul style="list-style-type: none"> <li>• Eclairs</li> <li>• Cream sponge dough</li> <li>• Profiteroles</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Dough handling
- Baking techniques
- Creativity

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Texture awareness
- Decoration of cookies
- Ingredients
- Temperature control
- Occupational safety and health
- Hygiene and sanitation

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## EVIDENCE GUIDE

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

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Donned PPEs as per workplace requirement</li> <li>1.2 Cleaned work surfaces and equipment as per work requirement</li> <li>1.3 Weighed ingredients as per recipe</li> <li>1.4 Mixed ingredients as per recipe.</li> <li>1.5 Laminated puff pastry as per recipe.</li> <li>1.6 Chilled and rolled out laminated puff pastry as per recipe</li> <li>1.7 Produced pastries as per recipe</li> <li>1.8 Finished puff pastry products as per recipe</li> </ul>
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2. Resource Implications	<p>2.1 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 assessment environment.</li> <li>• Resources relevant to the proposed assessment activity or tasks.</li> </ul>
3. Methods of Assessment	<p>1.1 Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> <li>• Practical assessment</li> <li>• Project</li> <li>• Portfolio of evidence</li> <li>• Third party reports</li> <li>• Written tests</li> <li>• Oral questioning</li> </ul>
4. Context of Assessment	<p>4.1 Competency may be assessed</p> <ul style="list-style-type: none"> <li>• Simulated Workplace environment</li> <li>• Workplace environment</li> </ul>
5. Guidance information for assessment	<p>5.1 Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

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## PREPARE SPECIALITY DISHES

**UNIT CODE: 1013 451 05A**

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

### UNIT DESCRIPTION:

This unit describes competencies required to prepare specialty dishes. It involves preparation of local dishes, vegetarian dishes, sea foods and international dishes.

The unit is applicable in the hospitality industry

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA 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.Prepare local dishes	1.1 Menu planned as per the customers' requirements 1.2 <b><i>Recipes</i></b> prepared as per the menu 1.3 Menu costed as per the recipe ingredients. 1.4 <b><i>PPEs</i></b> are donned as per work procedure 1.5 OSH is practiced as per work procedure 1.6 <b><i>Cleaning tools and materials</i></b> are identified and assembled as per work procedures. 1.7 Food production <b><i>tools and equipment</i></b> are assembled and cleaned as per work procedure 1.8 <b><i>Ingredients</i></b> are collected and weighed as per standard recipe. 1.9 Freshness and quality of ingredients is checked as per <b><i>HACCP</i></b> . 1.10 Ingredients are prepared as per standard recipe 1.11 Hygiene practices are observed as per work procedure. 1.12 <b><i>Local dishes</i></b> are produced as per recipe. 1.13 <b><i>Local dishes</i></b> are presented as per <b><i>theme</i></b> . 1.14 Tools, equipment and materials are cleaned and stored as per work procedure. 1.15 Work surfaces and floors are cleaned as per work Procedure. 1.16 Waste is disposed as per work procedure.
2.Prepare vegetarian dishes	2.1 <b><i>PPEs</i></b> are donned as per work procedure. 2.2 <b><i>Cleaning materials</i></b> are identified and assembled as per work procedure. 2.3 Food production tools and equipment are assembled and cleaned as per work procedure.

	<p>2.4 Ingredients are collected and weighed as per standard recipe</p> <p>2.5 Freshness and quality of ingredients is checked as per HACCP.</p> <p>2.6 Ingredients are prepared as per standard recipe specifications</p> <p>2.7 Hygiene practices are observed as per work procedure.</p> <p>2.8 <i>Vegetarian dishes</i> are produced as per standard recipe</p> <p>2.9 Vegetarian dishes are presented as per standard recipe</p> <p>2.10 Tools, equipment and materials are cleaned and stored as per work procedure.</p> <p>2.11 Work surfaces and floors are cleaned as per work procedure.</p> <p>2.12 Waste is disposed as per work procedure.</p>
3.Prepare sea foods	<p>3.1 <i>PPEs</i> are donned as per work procedure.</p> <p>3.2 Cleaning materials are identified and assembled as per work procedure.</p> <p>3.3 Food production tools and equipment are assembled and cleaned as per work procedure.</p> <p>3.4 Ingredients are collected and weighed as per standard recipe.</p> <p>3.5 Freshness and quality of ingredients is checked as per HACCP</p> <p>3.6 Ingredients are prepared as per standard recipe specifications.</p> <p>3.7 Hygiene practices are observed as per work procedure.</p> <p>3.8 <i>Sea foods</i> are produced as per standard recipe</p> <p>3.9 Sea foods presented as per standard recipe</p> <p>3.10 Tools, equipment and materials are cleaned and stored as per work procedure.</p> <p>3.11 Work surfaces and floors are cleaned as per work procedure.</p> <p>Waste is disposed as per work procedure.</p>
4.Prepare international dishes	<p>4.1.<i>PPEs</i> are donned as per work procedure</p> <p>4.2.Cleaning materials are identified and assembled as per work procedure.</p> <p>4.3.Food production tools and equipment are assembled and cleaned as per work procedure.</p> <p>4.4.Ingredients are collected and weighed as per standard recipe</p> <p>4.5.Freshness and quality of ingredients is checked as per HACCP.</p> <p>4.6.Ingredients are prepared as per standard recipe specifications.</p> <p>4.7.Hygiene practices are observed as per work procedures.</p> <p>4.8.<i>International dishes</i> are produced as per standard recipe.</p> <p>4.9.International dishes are presented as per the theme</p> <p>4.10. Tools, equipment and materials are cleaned and stored as per work procedure.</p> <p>4.11. Work surfaces and floors are cleaned as per work procedure.</p> <p>4.12. Waste is disposed as per work procedure.</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
PPEs may include but not limited to:	<ul style="list-style-type: none"><li>• Safety boots</li><li>• Kitchen cloth</li><li>• Apron</li><li>• Chef's jacket</li><li>• Chef's trouser/skirt</li><li>• Chef's hat</li><li>• Neck tie</li><li>• Kitchen gloves</li><li>• Mask</li><li>• Oven gloves</li></ul>
Cleaning tools materials may include but not limited to:	<ul style="list-style-type: none"><li>• Detergent</li><li>• Mops</li><li>• Mop buckets</li><li>• Dust pan</li><li>• Broom</li><li>• Sanitizers</li></ul>
Kitchen tools and equipment may include but not limited to:	<ul style="list-style-type: none"><li>• Chopping boards</li><li>• Kitchen Knives</li><li>• Glass bowls</li><li>• Salad spinner</li><li>• Mixing bowls</li><li>• Wire whisk</li><li>• Oven</li><li>• Baking tins and sheets</li><li>• Squeezer bottles</li><li>• Refrigerator</li><li>• Salamander</li><li>• Cooking pots</li><li>• Blenders</li><li>• Wooden spoons</li><li>• Ladle</li><li>• Conical strainer</li><li>• Waste bins</li><li>• Squeegee</li><li>• Peelers and graters</li></ul>
Ingredients may include but not limited to:	<ul style="list-style-type: none"><li>• vegetables</li><li>• herbs and spices</li><li>• Alcoholic beverages</li><li>• meats</li></ul>

	<ul style="list-style-type: none"> <li>• sea weeds</li> <li>• prawns</li> <li>• lobsters</li> <li>• crabs</li> </ul>
Local dishes may include but not limited to:	<ul style="list-style-type: none"> <li>• Mukimo</li> <li>• Kimanga</li> <li>• Mafuke</li> <li>• Matoke</li> <li>• Mushenye</li> <li>• Pilau</li> <li>• Muthokoi</li> <li>• Aliya</li> </ul>
Themes may include but not limited to:	<ul style="list-style-type: none"> <li>• Swahili dishes</li> <li>• Kikuyu</li> <li>• Luhya</li> <li>• Kamba</li> <li>• Indian</li> <li>• Italian</li> <li>• Asian</li> </ul>
Recipe may include but not limited to:	<ul style="list-style-type: none"> <li>• Standard recipe</li> <li>• Basic recipe</li> </ul>
Vegetarian may include but not limited to:	<ul style="list-style-type: none"> <li>• Semi- vegetarian</li> <li>• Vegans</li> <li>• Lacto-ovo</li> <li>• Lacto vegetarian</li> </ul>
Sea foods may include but not limited to:	<ul style="list-style-type: none"> <li>• Fried Calamari</li> <li>• Steamed Crab</li> <li>• Grilled Lobster</li> <li>• Prawn masala</li> <li>• Grilled octopus</li> <li>• Oysters</li> </ul>
International dishes may include but not limited to:	<ul style="list-style-type: none"> <li>• Sushi</li> <li>• Lasagna</li> <li>• Paneer masala</li> <li>• Bolognaise</li> <li>• Stroganoff</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:

- Culinary Terms and Techniques
- Kitchen Equipment
- Food safety
- Adaptability

- Hygiene and sanitation.
- Menu Knowledge
- Dietary needs
- Knowledge of Various Cuisines

### **Required Skills**

The individual needs to apply the following skills:

- Time management
- Interpersonal
- Culinary
- Analytical
- Attention to detail
- Critical thinking
- Decision making
- Creativity

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## EVIDENCE GUIDE

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

<p>1. Critical aspects of competency</p>	<p><i>Assessment requires evidence that the candidate:</i></p> <p>1.1 1.1 Donned PPE's as per work procedure.</p> <p>1.2 Practiced OSH as per work procedure</p> <p>1.3 Conserved resources as per work procedure</p> <p>1.4 Selected and assembled Kitchen Equipment and tools as per the specialty cuisine recipe.</p> <p>1.5 Observed safety and hygiene practices as per work procedure.</p> <p>1.6 Ingredients are prepared as per the specialty cuisine recipe.</p> <p>1.7 Checked freshness and quality of ingredients as per HACCP</p> <p>1.8 Local dishes are produced as per standard recipe.</p> <p>1.9 Vegetarian dishes are produced as per standard recipe.</p> <p>1.10 Sea foods are produced as per standard recipe.</p> <p>1.11 International dishes are produced as per standard recipe.</p> <p>1.13 Portioned, garnished and presented specialty dishes as per standard recipe.</p>
<p>2. Resource implications</p>	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place</p> <p>2.2 Access to relevant work environment</p> <p>2.3 Resources relevant to the proposed activities or tasks</p>
<p>3. Methods of assessment</p>	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practical</p> <p>3.2 Project</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Third Party Reports</p>

	<p>3.5 Written assessments</p> <p>3.6 Oral questioning</p>
4. Context of assessment	4.1 This competency may be assessed in a workplace or a simulated workplace
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.

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## SERVE FOOD AND BEVERAGE

UNIT CODE: 1013 451 08A

TVET CDACC UNIT CODE: HOS/OS/FBS/CR/01/3/MA

### UNIT DESCRIPTION:

This unit describes competencies required to serve food and beverage. It involves performing mis-en-scene, mis-en-place and carrying out food and beverage 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. Perform Mis-en-scene	2.1 <i><b>PPEs</b></i> are donned as per service /work procedure. 2.2 Hygiene and safety measures are observed as per service /work procedure 2.3 <i><b>Mis-en-scene tasks</b></i> are carried out as per service procedures. 2.4 Service resources are conserved as per service /work procedure 2.5 <i><b>Cleaning materials and equipment</b></i> are selected and assembled as per service procedures. 2.6 Cleaning procedures are carried out as per service /work procedure 2.7 Floors cleaned as per the <i><b>floor type</b></i> 2.8 Furniture is arranged as per work procedure.
2. Perform mis-en-place	3.1 <i><b>Service equipment and materials</b></i> are collected and assembled as per menu. 3.2 Service equipment are polished as per service /work procedure. 3.3 Sideboards are stocked as per service method.

	<p>2.4 <b>Linen</b> is laid as per service procedures.</p> <p>2.5 <b>Table accompaniments</b> are prepared and set as per service procedures.</p> <p>2.6 <b>Menu</b> is presented as per service procedures.</p> <p>2.7 <b>Covers</b> are set as per the menu.</p>
3. Carry out food and beverage service	<p>4.1. Menu and beverage list are presented and order taken as per service procedure.</p> <p>4.2. <b>Beverage</b> is ordered and served as per service procedure.</p> <p>4.3. Food is ordered and served as per <b>method of Service</b>.</p> <p>4.4. Clearance is carried out as per service procedures.</p> <p>4.5. <b>Billing</b> is carried out as per service /work procedure.</p> <p>4.6. Guest's feedback is sought and 'seen off' as per work procedure.</p> <p>4.7. Post food and beverage service tasks are carried out as per work procedure</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. <b>PPEs</b> may include but is not limited to:	<ul style="list-style-type: none"> <li>• Black leather low-heeled shoes</li> <li>• Black trouser/Skirt</li> <li>• White shirt/blouse</li> <li>• Bowtie</li> <li>• Half coat</li> <li>• Waiter's cloth</li> </ul>
2. <b>Mis-en-scene tasks</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Lighting the room</li> <li>• High dusting</li> <li>• Low dusting</li> <li>• Wiping surfaces</li> <li>• Cleaning windows and doors</li> <li>• Cleaning furniture</li> <li>• Cleaning floor</li> </ul>

3. <b>Resources</b> in service may include but not limited to:	<ul style="list-style-type: none"> <li>• Fuel</li> <li>• Water</li> <li>• Energy</li> <li>• Food commodities</li> <li>• Time</li> <li>• Big five e.g. lighter, opener ,notebook and pen,</li> </ul>
4. <b>Cleaning materials and equipment</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Mops</li> <li>• Mop buckets</li> <li>• Dust pan</li> <li>• Broom</li> <li>• Sanitizers</li> <li>• Wipes</li> <li>• Cleaning cloths</li> <li>• Cobweb broom</li> </ul>
5. <b>Floor types</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Wooden floor</li> <li>• Tiled floor</li> <li>• Terrazzo floor</li> <li>• Floor with floor covering</li> <li>• Concrete floor</li> </ul>
6. <b>Service equipment</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Flatware</li> <li>• Hollowware</li> <li>• Glassware</li> </ul>
7. <b>Table accompaniment</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Cruets-salt shakers , pepper shakers</li> <li>• Table numbers</li> <li>• Menu cards</li> <li>• Flower vase</li> <li>• Tooth pick</li> <li>• Condiments</li> </ul>
8.. <b>Menu</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Ala carte menu</li> <li>• Table d'hôtel menu</li> <li>• Cyclic menu</li> <li>• Children menu</li> </ul>
9. <b>Covers</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Standard cover</li> <li>• Ala carte cover</li> <li>• Table d'hôtel cover.</li> </ul>
10. <b>Beverages</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Alcoholic</li> <li>• Non-alcoholic</li> <li>• Hot</li> <li>• Cold</li> </ul>

11. <b>Methods of service</b> may include but not limited to:	<ul style="list-style-type: none"><li>• Silver service</li><li>• Plate service</li><li>• Gueridon service</li><li>• Buffet service</li><li>• Cafeteria</li><li>• Specialized service</li></ul>
12. <b>Billing</b> may include but	<ul style="list-style-type: none"><li>• Bill with order</li></ul>

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not limited to:	<ul style="list-style-type: none"> <li>• Bill as check</li> <li>• Voucher</li> <li>• Deferred account</li> <li>• No charge</li> <li>• Separate bill</li> <li>• Prepaid</li> </ul>
13. <b>Order</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Special check</li> <li>• Duplicate</li> <li>• Triplicate</li> </ul>
14. <b>Linens</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Table cloth</li> <li>• Slip cloths</li> <li>• Naperon</li> <li>• Molton</li> <li>• Table napkins</li> <li>• Skirting cloth</li> <li>• Glass cloth</li> <li>• Tray cloth/ Waiter's cloth</li> </ul>
15. <b>Waste</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Liquid</li> <li>• Solid</li> <li>• Bio degradable</li> <li>• Non bio degradable</li> </ul>

## REQUIRED KNOWLEDGE AND SKILLS

### Required knowledge

The individual needs to demonstrate knowledge of:

- Food and beverage matching
- Safety
- Menu knowledge
- Service Equipment
- Hygiene and sanitation
- Sales and promotion knowledge
- Food science and nutrition

### Required Skills

The individual needs to apply the following skills:

- Time Management skills
- Service technical Skills
- Communication skills
- Interpersonal skills
- Sales techniques

## 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	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Donned PPE's as per work procedure.</li> <li>1.2 Hygiene and safety measures are observed as per work procedure</li> <li>1.3 Conserved <i>resources</i> as per work procedure</li> <li>1.4 Selected cleaning materials and equipment as per work procedure</li> <li>1.5 Carried out mis en scene as per work procedure</li> <li>1.6 Carried out mis en place as per work procedure</li> <li>1.7 Demonstrated service techniques as per the service</li> <li>1.8 Prepared job requirement documentations based on job opportunity.</li> <li>1.9 Carried out beverage service as per service procedure</li> <li>1.10 Carried out room service as per work procedure</li> <li>1.11 Carried out food and beverage service as per service procedure</li> <li>1.12 Performed post service task as per work procedure</li> </ul>
Resource implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Appropriately simulated environment where assessment can take place</li> <li>2.2 Access to relevant work environment</li> <li>2.3 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>3.1 Practical</li> <li>3.2 Written test</li> <li>3.3 Portfolio of evidence</li> <li>3.4 Oral test.</li> <li>3.5 Projects</li> </ul>
Context of assessment	<p>4.1. This competency may be assessed in a training institutional, workplace or a simulated workplace.</p>
Guidance information for assessment	<p>5.1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.</p>

## PERFORM FOOD AND BEVERAGE SERVICE TECHNIQUES

UNIT CODE: 1013 451 09A

TVET CDACC UNIT CODE: HOS/OS/FBS/CR/02/3/MA

### UNIT DESCRIPTION:

This unit describes competencies required to perform food and beverage service techniques. It involves performing food and beverage service technical skills, carrying out table service, carrying out self-service and carrying out assisted service.

The unit is applicable in the hospitality industry

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key Out comes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <b><i>Bold and italicized terms are elaborated in the Range</i></b>
1. Perform food and beverage technical skills	1.1. <b><i>Service equipment</i></b> and materials are collected and assembled as per <b><i>food and beverage service technical skills</i></b> . 1.2 Service equipment are polished as per service /work procedure. 1.3 Sideboards are stocked as per food and beverage service technical skill 1.4 Service spoon and fork and other service equipment are held as per the food and beverage technical skill. 1.5 <b><i>Plates</i></b> are carried as per the food and beverage service technical skill 1.6 Plates are cleared as per the food and beverage service technical skill 1.7 Silver salver is carried as per the service method 1.8 Service plate is used as per the service task 1.9 <b><i>Glasses</i></b> are carried as per the service method 1.10 Large trays are carried and used as per the service technique.
2. Carry out specialized service	5.1 Hygiene and safety measures in <b><i>specialized service</i></b> are observed as per work procedure 5.2 Service resources are conserved as per work procedure 5.3 Service tools, equipment and materials are collected and assembled as per work procedure. 5.4 Service tools and equipment are polished as per work procedure

	<p>5.5 Food and drink orders are taken as per service /work procedure.</p> <p>5.6 Orders are served as per service /workprocedure.</p> <p>5.7 Billing is carried out as per service /workprocedure.</p> <p>5.8 Guest’s feedback is sought as per service /workprocedure.</p> <p>5.9 Post service activities are carried out as per service /work procedure</p>
3. Carry out breakfast service and afternoon tea	<p>6.1 <b>Breakfast and afternoon tea</b> set up is done as per the work procedure.</p> <p>6.2 Guest are received and seated as per work place procedure.</p> <p>6.3 <b>Breakfast and afternoon tea menu</b> are presented and order taken as per service procedure.</p> <p>6.4 Breakfast and afternoon tea is served as per method of Service.</p> <p>6.5 Clearance is carried out as per service procedures.</p> <p>6.6 Billing is carried out as per service /work procedure.</p> <p>6.7 Guest’s feedback is sought and ‘seen off’ as per work procedure.</p> <p>6.8 Post food and beverage service tasks are carried out as per work procedure</p>

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**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. <b>Service equipment and materials</b> may include but is not limited to:	<ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Flatware</li> <li>• Hollowware</li> <li>• Glassware</li> </ul>
2. <b>Food and beverage service technical skills.</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Holding a service spoon and fork</li> <li>• Using a service plate</li> <li>• Carrying trays</li> <li>• Carrying plates</li> <li>• Using a service salver</li> <li>• Carrying glasses</li> <li>• Napkin folds</li> </ul>

	<ul style="list-style-type: none"> <li>• Table skirting</li> <li>• Table setting</li> </ul>
3. <b>Plates</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Service plate</li> </ul>
4. <b>Glasses</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Wine glasses</li> <li>• Water glasses</li> <li>• Juice glasses</li> <li>• Cocktail glasses</li> <li>• Beer glasses</li> </ul>
5. <b>Specialized service</b> may include but not limited to:	<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>
6. <b>Breakfast</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Full breakfast</li> <li>• Continental breakfast</li> </ul>
7. <b>Afternoon tea</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Full afternoon tea</li> <li>• High tea</li> <li>• Reception/ buffet tea</li> </ul>
8. <b>Breakfast menu</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Classic American breakfast menu</li> <li>• Continental breakfast menu</li> <li>• English breakfast menu</li> <li>• Brunch menu</li> <li>• Buffet breakfast menu</li> </ul>
9. <b>Afternoon tea menu</b> may include but not limited to:	<ul style="list-style-type: none"> <li>• Royal afternoon tea menu</li> <li>• Themed afternoon tea menu</li> <li>• Cocktail tea menu</li> </ul>

## REQUIRED KNOWLEDGE AND SKILLS

### Required knowledge

The individual needs to demonstrate knowledge of:

- Food and beverage matching
- Safety
- Menu knowledge
- Service Equipment
- Hygiene and sanitation

- Sales and promotion knowledge
- Food science and nutrition

**Required Skills**

The individual needs to apply the following skills:

- Time Management skills
- Service technical Skills
- Communication skills
- Interpersonal skills
- Sales techniques

**EVIDENCE GUIDE**

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

<p>Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> <li>1.1 Collected and assembled service equipment and materials are as per food and beverage service technical skills.</li> <li>1.2 Polished service equipment as per service /work procedure.</li> <li>1.3 Stocked sideboards as per food and beverage service technical skill</li> <li>1.4 Held service spoon and fork and other service equipment as per the food and beverage technical skill.</li> <li>1.5 Carried plates as per the food and beverage service technical skill</li> <li>1.6 Cleared plates as per the food and beverage service technical skill</li> <li>1.7 Carried silver salver as per the service method</li> <li>1.8 Used service plate as per the service task</li> <li>1.9 Carried glasses as per the service method</li> <li>1.10 Carried large trays and used as per the service technique.</li> <li>1.11 Observed hygiene and safety measures in specialized service as per work procedure</li> <li>1.12 Conserved service resources as per work procedure</li> <li>1.13 Took food and drink orders as per service /work procedure.</li> <li>1.14 Served food and drink orders as per service /work procedure.</li> <li>1.15 Set up breakfast and afternoon tea as per the work procedure.</li> <li>1.16 Received and seated guest as per work place procedure.</li> <li>1.17 Presented breakfast and afternoon tea menu order as per service procedure.</li> <li>1.18 Served breakfast and afternoon tea as per method of service.</li> <li>1.19 Carried out clearance is as per service procedures.</li> <li>1.20 Carried out billing out as per service /work procedure.</li> </ol>
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	<p>1.21 Sought guest’s feedback as per service /work procedure.</p> <p>1.22 Carried out post service activities as per service /work procedure</p>
Resource implications	<p>The following resources should be provided:</p> <p>2.4 Appropriately simulated environment where assessment can take place</p> <p>2.5 Access to relevant work environment</p> <p>2.6 Resources relevant to the proposed activities or tasks</p>
Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.4 Practical</p> <p>3.5 Written test</p> <p>3.6 Portfolio of evidence</p> <p>6.9 Oral test.</p> <p>6.10 Projects</p>
Context of assessment	<p>4.1. This competency may be assessed in a training institutional, workplace or a simulated workplace.</p>
Guidance information for assessment	<p>5.1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.</p>

## REPREARE MOCKTAILS AND COCKTAILS

UNIT CODE: 1013 551 10A

TVET CDACC UNIT CODE: HOS/OS/FBS/CR/03/3/MA

### UNIT DESCRIPTION

This unit describes competencies required to prepare mocktails and cocktails. It involves prepare mocktails and cocktails ingredients, prepare mocktails and prepare cocktails.

The unit is applicable in the hospitality industry

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Prepare mocktails and cocktails ingredients	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> 1.1 Ingredients are assembled as per work requirement. 1.2 Equipment is assembled as per work requirement. 1.3 Mocktails and cocktails ingredients prepared as per recipe. 1.4 <i>Garnishes</i> are prepared as per work requirement 1.5 Bar waste is disposed as per work place policy
2. Prepare mocktails	2.1 Ingredients are selected are per mocktails recipes 2.2 Equipment is assembled are per work requirement. 2.3 <i>Mocktails glasses</i> are polished as per work requirement. 2.4 <i>Mocktails making methods</i> are identified as per work procedures. 2.5 Ingredients are mixed as per mocktails recipes 2.6 <i>Mocktails</i> are garnished as per recipes 2.7 Mocktails are served as per work procedures 2.8 Post service duties carried out as per work procedures.
3. Prepare cocktails	3.1 Ingredients are selected are per cocktails recipe. 3.2 Equipment is assembled are per work requirement.

	<p>3.3 Cocktail glasses are polished as per work requirement.</p> <p>3.4 <i>Cocktail making methods</i> are identified as per work procedure.</p> <p>3.5 <i>Cocktails</i> are mixed as per recipe.</p> <p>3.6 Cocktails are garnished as per recipe.</p> <p>3.7 Cocktails are served as per work procedure.</p> <p>3.8 <i>Post service duties</i> carried out as per work procedures.</p>
4. Apply Entrepreneurial Concepts in Mocktails and Cocktail Sales	<p>4.1 Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship</p> <p>4.2 <i>Characteristics of Entrepreneurs</i> are identified as per principles of Entrepreneurship</p> <p>4.3 <i>Requirements for entry into self-employment</i> are identified according to business procedures and standards</p> <p>4.4 Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards</p> <p>4.5 Contributions of entrepreneurship to National development are identified as per business procedures and standards</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. Garnishes may include but not limited to:	<ul style="list-style-type: none"> <li>• Lemon wheels</li> <li>• Lemon twists</li> <li>• Orange slices</li> <li>• Sugar and sugar ring</li> <li>• Jelly crystals</li> </ul>

<p>2. Mocktail making methods may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Shaking</li> <li>• Stirring</li> <li>• Layering</li> <li>• Building</li> </ul>
<p>3. Mocktails may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Shirley temple</li> <li>• Virgin mojito</li> <li>• Virgin colada</li> </ul>
<p>4. Cocktails may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Blood Mary</li> <li>• Screw driver</li> <li>• Whisky sour</li> <li>• Pink gin</li> <li>• Old fashioned</li> <li>• Pinacolada</li> </ul>
<p>5. Mocktails and Cocktails glasses may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Tom Collins glass</li> <li>• Cosmopolitan glass</li> <li>• Martini glass</li> <li>• Brandy balloon</li> <li>• Highball</li> <li>• Paris goblet glass</li> <li>• Flute</li> <li>• Champagne saucer.</li> <li>• Whisky glasses</li> </ul>
<p>6. Post service duties may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Taking closing bar stock</li> <li>• Cleaning equipment and surfaces</li> <li>• Drying equipment</li> <li>• Storing equipment</li> <li>• Waste disposal</li> </ul>
<p>7. Characteristics of Entrepreneurs may</p>	<ul style="list-style-type: none"> <li>• Creative</li> <li>• Innovative</li> </ul>

<p>include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Planner</li> <li>• Risk taker</li> <li>• Networker</li> <li>• Confident</li> <li>• Flexible</li> <li>• Persistent</li> <li>• Patient</li> <li>• Independent</li> <li>• Future oriented</li> <li>• Goal oriented</li> </ul>
<p>8. Requirements for entry into self-employment may include but not limited to</p>	<ul style="list-style-type: none"> <li>• Technical skills</li> <li>• Management skills</li> <li>• Entrepreneurial skills</li> <li>• Resources</li> <li>• Infrastructure</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:

- Understanding of alcoholic and non - alcoholic beverages
- Knowledge of mixers and modifiers
- Cocktails types and categories
- Basic business and customer service skills
- Basic mixology theory
- Industry knowledge and trends
- Responsible alcohol service
- Flavor profiling and balancing
- Glassware and presentation
- Mixology techniques
- Food storage and preservation

### Required skills

The individual needs to demonstrate the following skills:

- Creativity and innovation
- Analytical skills.
- Critical thinking.
- Problem solving skills
- Preparing reports.
- Storekeeping.
- Digital skills.
- Knowledge of ingredients
- Presentation and garnishing
- Attention to detail
- Customer service
- Speed and efficiency
- Technique and tools
- Customer care

## EVIDENCE GUIDE

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

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Assembled ingredients as per work requirement.</p> <p>1.2 Assembled equipment as per work requirement.</p> <p>1.3 Prepared mocktails and cocktails ingredients as per recipe.</p> <p>1.4 Prepared garnishes as per work requirement.</p> <p>1.5 Disposed bar waste as per work place policy.</p> <p>1.6 Selected ingredients as per mocktails recipes.</p> <p>1.7 Polished mocktails and cocktail glasses as per work requirement.</p> <p>1.8 Identified mocktails and cocktail making methods as per work procedures.</p> <p>1.9 Mixed mocktails and cocktails ingredients as per recipes</p> <p>1.10 Garnished mocktails and cocktails as per recipes</p> <p>1.11 Carried out post service duties as per work procedures.</p> <p>1.12 Entrepreneurial aspects applied as per work procedure</p>
<p>2. Resource implications</p>	<p>The following resources should be provided:</p> <p>2.1 Appropriately simulated environment where assessment can take place</p>

	<p>2.2 Access to relevant work environment</p> <p>2.3 Resources relevant to the proposed activities or tasks</p>
3. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practical</p> <p>3.2 Third party reports</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Written test</p> <p>3.5 Oral test.</p>
4. Context of assessment	<p>This competency may be assessed in a workplace or a simulated workplace</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.</p>

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## PERFORM BAR KEEPING OPERATIONS

**UNIT CODE: 1013 551 14A**

**TVET CDACC UNIT CODE: HOS/OS/FBS/CR/01/4/MA**

### UNIT DESCRIPTION:

This unit describes competencies required to perform bar keeping operations. It involves Carry out bar-opening operations, serve alcoholic and non-alcoholic beverages, prepare cocktails and mock tails beverages, carry out cigar service, and carry out bar closing operations.

The unit is applicable in the hospitality industry

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA 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. Perform bar-opening duties.	1.1 Food and beverage PPEs are donned as per work requirement. 1.2 Bar surfaces are cleaned as per cleaning procedure. 1.3 Bar display and work area are set up as per bar service style. 1.4 Bar opening stock is taken as per work procedure. 1.5 <b>Bar tools and equipment</b> are selected, assembled and cleaned as per work procedure. 1.6 Bar tools and equipment are checked as per work procedure. 1.7 <b>Bar supplies</b> are selected and assembled as per work procedure.
2. Prepare and serve alcoholic and non-alcoholic beverages	2.1 Guests are welcomed as per service procedure 2.2 <b>Beverage list</b> is presented as per the service procedure. 2.3 Beverage order is taken as per service procedure. 2.4 Beverage service equipment is assembled as per beverage order. 2.5 Beverage is presented as per service procedure. 2.6 Beverage service equipment is cleared as per service procedure.

3. Carry out cigar service.	3.1 Cigar list is presented as per service procedure. 3.2 Cigar order taken as per service procedure. 3.3 Cigar service equipment is assembled as per service procedure. 3.4 Cigar is served as per service procedure. 3.5 Guest bill is presented as per work procedure. 3.6 Table clearance is done as per service procedure.
4. Carry out bar closing operations.	4.1 Bar surfaces and equipment are cleaned as per cleaning procedure. 4.2 Bar sales summary sheet is prepared as per service procedure 4.3 Restocking of bar beverages is carried out as per workplace procedure. 4.4 Bar waste is disposed as per work place policy

**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.

<b>Variable</b>	<b>Range</b>
1. <b>Bar tools and equipment:</b> may include but not limited to;	<ul style="list-style-type: none"> <li>• Shakers</li> <li>• Chopping Boards</li> <li>• Liquidizer</li> <li>• Muddler</li> <li>• Tot Measurer</li> <li>• Glasses</li> <li>• Bar Knives</li> <li>• Corkscrew</li> <li>• Assorted glasses</li> <li>• Wine basket</li> <li>• Opener</li> <li>• Wine bucket</li> </ul>

	<ul style="list-style-type: none"> <li>• Ice bucket</li> <li>• Ice maker</li> <li>• Ice crusher</li> <li>• Refrigerator</li> <li>• Bar spoon</li> <li>• Decanter</li> <li>• Mixing glass</li> <li>• Hawthorn strainer</li> <li>• Coaster.</li> </ul>
<p>2. <b>Bar supplies:</b> may include but not limited to;</p>	<ul style="list-style-type: none"> <li>• Fruits</li> <li>• Vegetables</li> <li>• Herbs</li> <li>• Spices</li> <li>• Beverages</li> <li>• Eggs</li> <li>• Ice cubes</li> <li>• Ice cubes</li> <li>• Napkins</li> <li>• Straws</li> <li>• Bar towels</li> </ul>
<p>3. <b>Beverage list</b> may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Beer list</li> <li>• Coffee list</li> <li>• Cocktail list</li> <li>• Mock tail list</li> <li>• Wine list</li> <li>• Soft drink list</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:

- Bar operations
- Property management
- Basic service techniques
- Hygiene and sanitation
- Principles of management
- Safety rules.
- Catering law

### **Required skills**

The individual needs to demonstrate the following skills:

- Food and beverage Service
- Time management
- Interpersonal
- Analytical
- Leadership
- Listening
- Communication
- Report writing
- Sales techniques
- Critical thinking
- Information Technology (IT)
- Customer care

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## 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	Assessment requires evidence that the candidate: 1.1 Donned food and beverage ppes as per work requirement. 1.2 Cleaned bar surfaces as per cleaning procedure. 1.3 Set up bar display and work area as per bar service style. 1.4 Took bar opening stock as per work procedure. 1.5 Selected, assembled and cleaned as bar tools and equipment per work procedure. 1.6 Selected and assembled bar supplies as per work procedure. 1.7 Welcomed guests are per service procedure 1.8 Presented beverage list as per the service procedure. 1.9 Took beverage order as per service procedure. 1.10 Assembled beverage service equipment as per beverage order. 1.11 Presented beverage as per service procedure. 1.12 Cleared beverage service equipment as per service procedure. 1.13 Presented cigar list as per service procedure. 1.14 Took cigar order as per service procedure. 1.15 Served cigar as per service procedure. 1.16 Presented guest bill as per work procedure. 1.17 Prepared bar sales summary sheet as per service procedure 1.18 Disposed bar waste as per work place policy
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Resource implications	<p>The following resources should be provided:</p> <p>2.4 Appropriately simulated environment where assessment can take place</p> <p>2.5 Access to relevant work environment</p> <p>2.6 Resources relevant to the proposed activities or tasks</p>
Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practical</p> <p>3.2 Third party reports</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Written test</p> <p>3.5 Oral test.</p>
Context of assessment	<p>4.3. This competency may be assessed in a training institution, workplace or a simulated workplace.</p>
Guidance information for assessment	<p>5.3. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.</p>

## 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. <b><i>Bold and italicized terms are elaborated in the Range</i></b>
1. Carry out mis en scene for banquets and events	1.1 PPEs are donned as per work procedure. 1.2 <b><i>Cleaning materials and equipment</i></b> are selected and assembled as per work procedure 1.3 Floor is cleaned as per <b><i>floor type</i></b> . 1.4 <b><i>Furniture</i></b> is arranged as per the <b><i>event</i></b> . 1.5 <b><i>Décor</i></b> is set as per the event.
2. Carry out mis en place for banquets and events	<b><i>2.1 Service equipment and materials</i></b> collected and assembled as per the event <b><i>2.2</i></b> Service equipment are polished as per the event. <b><i>2.3 Linen</i></b> is laid as per the event. <b><i>2.4 Table accompaniments</i></b> are prepared as per the event. <b><i>2.5 Covers</i></b> 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"> <li>• Detergent</li> <li>• Mops</li> <li>• Mop buckets</li> <li>• Dust pan</li> <li>• Broom</li> <li>• Sanitizers</li> <li>• Wipes</li> <li>• Cleaning cloths</li> <li>• Cobweb broom</li> </ul>
2. Floor type may include but not limited to;	<ul style="list-style-type: none"> <li>• Wooden floor</li> <li>• Tiled floor</li> <li>• Terrazzo floor</li> <li>• Carpeted floor</li> </ul>

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

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

#### 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><b>Assessment requires evidence that the candidate:</b></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"> <li>a) Appropriately simulated environment where assessment can take place</li> <li>b) Access to relevant work environment</li> <li>c) Resources relevant to the proposed activities or tasks</li> </ul>
3. Methods of assessment	<p>3.1 Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> <li>● Practical</li> <li>● Written test</li> <li>● Portfolio of evidence</li> <li>● Projects</li> <li>● Oral test</li> </ul>
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>

## PERFORM FOOD AND BEVERAGE COST CONTROL

**UNIT CODE: 0413 551 13A**

**TVET CDACC UNIT CODE: HOS/OS/FBO/CR/01/5/MA**

### Unit Description

This unit specifies the competencies required to perform food and beverage cost control. It involves performing food and beverage purchasing and receiving procedures, performing food and beverage store keeping procedures, performing food and beverage costing and pricing procedures, performing food and beverage labor cost control and preparation of food and beverage budgets.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>Element</b> <i>These describe the key outcomes which make up workplace function.</i>	<b>Performance Criteria</b> Identify the purpose of accounting in business <i>These are assessable statements which specify the required level of performance for each of the elements. <b>Bold and italicized terms are elaborated in the Range</b></i>
1. Perform Food and beverage purchasing and receiving procedures	1.1 <b><i>A purchase requisition is</i></b> prepared as per user department needs. 1.2 Suppliers are identified as per workplace policy. 1.3 Purchase orders are prepared as per requisition. 1.4 Food and beverage materials are received as per work procedures
2. Perform Food and beverage store keeping procedures	2.1 Procured Food and beverage materials are recorded as per work procedure. 2.2 Coding of Food and beverage materials is carried out as per storage requirements. 2.3 Valuation of Food and beverage materials is carried out as per <b><i>material valuation methods.</i></b> 2.4 Food and beverage materials are issued as per work procedure. 2.5 <b><i>Stock-taking is</i></b> carried out as per work procedure.
3. Perform Food and beverage costing and pricing procedures	3.1 . Costing of Food and beverage material is carried out as per work policy. 3.2 Prices of Food and beverage products and services are established as per work procedure. 3.3 Pricing adjustments are performed as per market dynamics.
4. Perform Food and beverage labor cost control	4.1 Control of <b><i>staff cost</i></b> is carried out as per work policy 4.2 <b><i>Staff performance</i></b> is reviewed as per work procedure. 4.3 Employee remuneration is carried out as per work policy 4.4 Incentives are awarded as per work policy.
5. Prepare Food and beverage budgets	5.1 Food and beverage budget plan is prepared as per work policy. 5.2 Food and beverage budget estimates are projected as per work policy. 5.3 Food and beverage expenses are projected as per work policy 5.4 Food and beverage <b><i>budget</i></b> reports are prepared as per work policy

	5.5 Food and beverage budget estimates is reviewed as per organization requirement.
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## RANGE

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

<b>Variable</b>	<b>Range</b> <i>May include but not limited to:</i>
Purchase requisitions	<ul style="list-style-type: none"> <li>• Food requisition</li> <li>• Beverage requisition</li> <li>• Housekeeping requisition</li> <li>• Laundry requisition</li> </ul>
Material valuation methods.	<ul style="list-style-type: none"> <li>• FIFO</li> <li>• LIFO</li> <li>• Simple average</li> <li>• Actual purchase price</li> <li>• Standard price</li> </ul>
Stock-taking	<ul style="list-style-type: none"> <li>• Continuous stocktaking</li> <li>• Annual stock taking</li> <li>• Periodic stocktaking</li> </ul>
Staff cost	<ul style="list-style-type: none"> <li>• Salaries and wages</li> <li>• Bonuses and commissions</li> <li>• Employee benefits</li> </ul>
Staff performance	<ul style="list-style-type: none"> <li>• Work schedules</li> <li>• Competency</li> <li>• Time management</li> <li>• Productivity level</li> </ul>
Budget	<ul style="list-style-type: none"> <li>• Capital budgets</li> <li>• Operation budgets</li> <li>• Fixed budgets</li> <li>• Flexible budgets</li> <li>• Departmental budgets</li> <li>• Master budgets</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 apply knowledge of:

- Purchasing
- Receiving
- Storing and issuing
- Food and beverage knowledge
- Store-keeping equipment
- Departments related to the control department
- Foods in season
- Book keeping

**Required skills**

The individual needs to apply the following skills:

- Communication skills
- Numeracy Skills
- Digital literacy
- Sound product knowledge
- Confidence
- Creativity/Innovation
- Problem solving
- Critical thinking

**EVIDENCE GUIDE**

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

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Prepared purchase requisitions from user department as per work procedure.</li> <li>1.2 Identified suppliers as per work procedure.</li> <li>1.3 Prepared purchase orders as per requisition.</li> <li>1.4 Received food and beverage materials as per work procedures.</li> <li>1.5 Coded food and beverage materials as per storage requirements.</li> <li>1.6 Issued food and beverage materials as per work procedure.</li> <li>1.7 . Costed food and beverage material as per work policy.</li> <li>1.8 Priced food and beverage products and services are established as per work procedure.</li> <li>1.9 Controlled staff cost as per work policy.</li> <li>1.10 Prepared food and beverage budget reports as per work policy</li> </ul>
<p>2. Resource implications</p>	<p>The following resources should be provided:</p>

	<p>2.1 Appropriately simulated environment where assessment can take place</p> <p>2.2 Access to relevant work environment</p> <p>2.3 Resources relevant to the proposed activities or tasks</p>
3. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 3. Practical</p> <p>3.2 Third party reports</p> <p>3.3 Portfolio of evidence</p> <p>3.4 Written test</p> <p>3.5 Oral test.</p>
4. Context of assessment	<p>4.1 Competency may be assessed in workplace or in a simulated workplace setting</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>

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