

072106T4FBS

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT LEVEL 6

HOS/OS/FB/CR/02/6/A

Manage Food and Beverage Operations

Nov/Dec 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

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PRACTICAL ASSESSMENT

INSTRUCTIONS TO ASSESSOR

1. Assess the candidate as the practical progresses observing the critical areas
2. You are required to mark the practical as the candidate perform the tasks
3. You are required to take video clips at critical points
4. Ensure the candidate has a name tag and registration code at the back and front

OBSERVATION CHECKLIST

Candidate's Name & Registration Code			
Assessors Name & Registration Code			
Venue of Assessment			
Date of Assessment			
Items to be Evaluated: <i>Please award marks as appropriate. Give a brief comment on your observation.</i>	Marks Available	Marks Obtained	Comments
1. Personal hygiene			
<ul style="list-style-type: none"> • Clean well pressed uniform • No make ups • Short clean nails and no vanish • Neat hair (long hair tied to the back, short hair well kempt) • Closed, clean, low-heeled leather shoes <i>(Award 1 mark for each hygiene standard observed)</i>	5		
Sub-Total	5		
TASK 1: CARRY OUT MISE-EN-PLACE ACTIVITIES			
2. Cleaning <ul style="list-style-type: none"> • Cleaned the restaurant floor, wall, windows and furniture • Cleaned and polished all tableware • Cleaned trays and lined them ready for use • Lined sideboards • Cleaned cruet set and refilled <i>(Award marks as indicated for each observation)</i>	3 3 1 1 2		
3. Arrangement and clothing of tables <ul style="list-style-type: none"> • Arranged Tables, chairs and sideboards • Clothed all tables procedurally (well centered and balanced) <i>(Award 3 marks for each task correctly)</i>	3 3		

<i>done)</i>			
4. Stocking of sideboard <ul style="list-style-type: none"> Stocked sideboard as per menu and daily specials Placed all the table ware in the appropriate places <i>(Award 1 mark for each task correctly done)</i>	1 1		
5. Table set up <ul style="list-style-type: none"> Placed correct tableware as per the menu Checked for even spacing of tableware Correctly placed cutlery, flatware and glassware Placed table accompaniments at center of table (flower vase, table number, cruet and ash tray) <i>(Award 2 marks for each task correctly done)</i>	2 1 2 2		
Sub-Total	25		
TASK 2: DESIGN THE DAY'S MENU CARD			
PRODUCT CHECKLIST	Marks Available	Marks Obtained	Comments
6. Designed menu card correctly <ul style="list-style-type: none"> correct size and material legibility correct sequencing of dishes correct language and no spelling mistakes Attractive Neat <i>(Award 1 mark for each task correctly done)</i>	1 1 2 1 1		
Sub-Total	6		
TASK 3: SILVER SERVE FOOD AND BEVERAGE WITH COFFEE TO EIGHT GUESTS			
7. Procedure for meal service <ul style="list-style-type: none"> Welcomed and sat guests Offered guests napkins 	2 1		

<ul style="list-style-type: none"> • Served drinking water from the right side • Presented the menu card from right • Took the order from the left • Placed plate for starter from right, served from left and cleared procedurally from right • Silver served main meal from the left in the correct order (protein, starch then vegetable) • Cleared dinner plates/fish plates procedurally from right. • Cleared side plates from left • Crumbed down (left-right) and adjusted covers • Cleared cruets • Served dessert from left then cleared procedurally <p><i>(Award marks as indicated for each observation)</i></p>	<p>2 1 2 3 2 2 2 2 1 2</p>		
Sub-Total	22		
<p>8. Service of coffee</p> <ul style="list-style-type: none"> • Assembled; coffee cups, saucers, coffee spoons, side plates, pot of milk, sugar dish and pot of hot black coffee on a lined salver • Approached the guest from right • Asked the guest how they want their coffee • Served starting with sugar, black coffee followed by milk • Pushed the coffee cup to the center • Welcomed the guest <p><i>(Award marks appropriately for each task correctly done)</i></p>	<p>2 1 2 2 1 1</p>		
Sub-Total	9		
TASK 4: BILL THE GUEST			

PRODUCT CHECKLIST	Marks Available	Marks Obtained	Comments
<p>9. Presented the bill</p> <ul style="list-style-type: none"> Presented the bill concealed on a side plate from right, receive payments and return change. <p><u>Details on the bill</u></p> <ul style="list-style-type: none"> Name of the establishment table number number of covers date waiters' signature number of items ordered total price legibility <p><i>(Award marks as indicated for each observation)</i></p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>		
Sub-Total	9		
TASK 5: CARRY OUT POST-SERVICE ACTIVITIES			
<p>10. Carried out post-service</p> <ul style="list-style-type: none"> Organized the wash-up area (sorted equipment, hot soapy water for cleaning, warm water for rinsing) Cleaned the dirty equipment appropriately starting with glasses, crockery ending with cutleries and flatware Used two sink method Dried them using a dish cloth Disposed waste correctly <p><i>(Award marks as indicated for each observation)</i></p>	<p>3</p> <p>2</p> <p>2</p> <p>1</p> <p>1</p>		
<p>11. Performed control services</p> <ul style="list-style-type: none"> Prepared the sales summary for the day Took stock of the table linen Stored them appropriately <p><i>(Award marks as indicated for each observation)</i></p>	<p>2</p> <p>1</p> <p>1</p>		
Sub-Total	13		

TASK 6: WRITE A REPORT ON THE DAY'S OPERATIONS			
PRODUCT CHECKLIST	Marks Available	Marks Obtained	Comments
12. Report Writing <ul style="list-style-type: none"> • Cover page • Objectives • Introduction • Overview of activities • Financial analysis • Limitations • Recommendations • Conclusions <i>(Award marks as indicated for each observation)</i>	1 1 1 3 2 1 1 1		
Sub-Total	11		
GRAND TOTAL	100		
ASSESSMENT OUTCOME			
The candidate was found to be: Competent <input type="checkbox"/> Not yet Competent <input type="checkbox"/> <i>(Please tick as appropriate)</i> <i>(The candidate is competent if the candidate obtains at least 50%)</i>			
Feedback from the Candidate:			
Feedback to the Candidate:			
Candidate Signature		Date:	
_____		_____	
Assessor's Signature		Date	
_____		_____	