

O72106T4FBS

FOOD AND BEVERAGE SERVICE AND SALES MANAGER LEVEL 6

HOS/OS/FB/CR/O4/6/A

Manage Room Service

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
Personal hygiene			
<ul style="list-style-type: none"> • Clean well ironed uniform • No make ups/strong perfumes or aftershaves • 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: TAKE A TELEPHONE ORDER FOR ENGLISH TEA & A SANDWICH			
<p style="text-align: center;"><u>Procedure for order taking</u></p> <ul style="list-style-type: none"> • Received telephone for room service promptly on the 2nd or 3rd ring • Smiled when talking • Spoke clearly • Identified themselves/department in line with establishment policy • Got the order and clearly wrote down on the Kitchen Order Ticket (KOT) • Did suggestive selling of daily specials • Wrote down dish details and any special request • Confirmed the order by reading it back to the customer including all specific details 	1 1 2 2 3 2 3 2		

<ul style="list-style-type: none"> Informed the guest of the approximate waiting time Thanked the guest for the order <i>(Award marks as indicated for each observation)</i> 	1 1		
Sub-Total	18		
PRODUCT CHECKLIST	Marks Available	Marks Obtained	Comments
<u>Details on the KOT</u>			
<ul style="list-style-type: none"> Room number Name of the guest Number of persons Detailed order Hour the order is taken Service hour <i>(Award marks as indicated for each observation)</i> 	1 1 1 2 1 1		
Sub-Total	7		
TASK 2: CARRY OUT MISE-EN-PLACE FOR ROOM SERVICE			
<u>Carried out mise-en-place Activities</u>			
<ul style="list-style-type: none"> Cleaned the pantry (floors, surfaces, furniture) Polished equipment Lined trays Replenished supplies <i>(Award marks appropriately for each observation)</i> 	3 2 1 2		
<u>Tray set-up</u>			

<ul style="list-style-type: none"> Placed the Kitchen Order Ticket (KOT) as a guide while setting 	1		
<ul style="list-style-type: none"> Placed; (cruet sets, flower vase with flowers, necessary crockery, cutlery and napkin) 	3		
<ul style="list-style-type: none"> Picked the order from the respective kitchens/pantry on a tray directly while observing safety measures 	2		
<ul style="list-style-type: none"> Carried the correct accompaniments / condiments 	2		
<ul style="list-style-type: none"> Picked up the bill in the order folder and checked correctness. <p><i>(Award marks as indicated for each observation)</i></p>	2		
Sub-Total	18		
TASK 3: DELIVER THE ORDER TO THE ROOM			
<u>Carried out room service</u>			
<ul style="list-style-type: none"> Knocked at the door, announcing 'room service'. Waited for a reply. 	2		
<ul style="list-style-type: none"> Entered the room and greeted the guest politely. 	2		
<ul style="list-style-type: none"> Placed the tray on the table or in an appropriate location within the room 	2		
<ul style="list-style-type: none"> Asked if she/he can help the guest in service. 	2		
<ul style="list-style-type: none"> Presented the bill and got the guest's signature. 	1		
<ul style="list-style-type: none"> Welcomed the guest 	1		
<ul style="list-style-type: none"> Left the guest room and closed the door 	1		

<ul style="list-style-type: none"> Handed over the signed bill to the room service captain <i>(Award marks as indicated for each observation)</i> 	2		
Sub-Total	13		
TASK 4: PERFORM ROOM CLEARANCE			
<p style="text-align: center;"><u>Carried out clearance</u></p> <ul style="list-style-type: none"> Knocked at the door, announcing 'room service'. Waited for a reply. Confirmed that the guest is done Collected the tray with all the equipment Wiped any debris or spillages from the table Returned the soiled equipment to the pantry for wash-up Carried out room clearance as soon as possible <i>(Award marks as indicated for each observation)</i> 	<p>2</p> <p>1</p> <p>2</p> <p>2</p> <p>2</p> <p>1</p>		
Sub-Total	10		
TASK 5: COLLECT GUEST FEEDBACK			
<p style="text-align: center;"><u>Collected guest feedback</u></p> <ul style="list-style-type: none"> Made correct choice of tool (interview/questionnaire/comment card) Asked relevant questions Paid attention Filled form duly Captured customer details (name, telephone, room number) Thanked the guest 	<p>2</p> <p>2</p> <p>1</p> <p>2</p> <p>1</p> <p>1</p>		

(Award marks as indicated for each observation)			
Sub-Total	9		
GRAND TOTAL	80		
TOTAL TOTAL ($\frac{x}{80} \times 100$)	100%		
ASSESSMENT OUTCOME			
<p>The candidate was found to be:</p> <p style="text-align: center;">Competent <input type="checkbox"/> Not yet Competent <input type="checkbox"/></p> <p><i>(Please tick as appropriate)</i></p> <p><i>(The candidate is competent if the candidate obtains at least 50%)</i></p>			
Feedback from the Candidate:			
Feedback to the Candidate:			
Candidate Signature		Date:	
_____		_____	
Assessor's Signature		Date	
_____		_____	