

**072106T4FBS**

**FOOD AND BEVERAGE SALES MANAGEMENT LEVEL 6**

**HOS/OS/FB/CR/07/6/A**

**Perform Food and Beverage Administrative Duties**

**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

|   |                        |                       |                 |
|---|------------------------|-----------------------|-----------------|
| <b>Candidate's Name &amp; Registration Code</b>   |                        |                       |                 |
| <b>Assessors Name &amp; Registration Code</b>   |                        |                       |                 |
| <b>Venue of Assessment</b>  |                        |                       |                 |
| <b>Date of Assessment</b>   |                        |                       |                 |
| <b>Items to be Evaluated:</b> <i>Please award marks as appropriate. Give a brief comment on your observation.</i> | <b>Marks Available</b> | <b>Marks Obtained</b> | <b>Comments</b> |
| <b>. Grooming and Personal Hygiene</b>  |                        |                       |                 |
| a) Clean and well-fitted uniforms, low flat shoes   | 1                      |                       |                 |
| b) Visible and legible name tags  | 1                      |                       |                 |
| c) No nail varnish and minimal make up  | 1                      |                       |                 |
| d) Washing hands as necessary   | 1                      |                       |                 |
| <i>(Award marks as indicated for each observation)</i>  |                        |                       |                 |
| Sub total   | <b>4</b>               |                       |                 |
| <b>TASK1:DEVELOP WORKSCHEDULES/JOB CARDS</b>  |                        |                       |                 |
| <b>Developed job cards contents</b>   |                        |                       |                 |
| a) Quality job description cards  | 2                      |                       |                 |
| b) Allocated duties to the right staff  | 2                      |                       |                 |
| c) Correct work sequence on cards   | 2                      |                       |                 |
| d) Ability to follow the job as described   | 2                      |                       |                 |
| <i>(Award marks as indicated for each observation)</i>  |                        |                       |                 |

|   |          |  |  |
|---|----------|--|--|
| <b>Sub total</b>  | <b>8</b> |  |  |
| <b>TASK 2:DEVELOP OBJECTIVES AND GOALS OF YOUR DEPARTMENT</b>         |          |  |  |
| <b>Developed goals and objectives</b>                                 |          |  |  |
| a) Specific goals and objectives                                      | <b>1</b> |  |  |
| b) Measurable goals and objectives                                    | <b>1</b> |  |  |
| c) Attainable goals objectives  | <b>1</b> |  |  |
| d) Realistic goals and objectives                                     | <b>1</b> |  |  |
| e) Time bound goals and objectives                                    | <b>1</b> |  |  |
| f) Legible goals and objectives on a manila paper                     | <b>2</b> |  |  |
| g) Well stated and clearly explained                                  | <b>1</b> |  |  |
| h) Mounted on most parts of the restaurant                            | <b>1</b> |  |  |
| <i>(Award marks as indicated for each observation)</i>                |          |  |  |
| <b>Sub total</b>  | <b>9</b> |  |  |
| <b>TASK 3: BRIEF THE STAFF AND GIVE THEM JOB CARDS/WORK SCHEDULES</b> |          |  |  |
| <b>2. BRIEFING THE ASSISTANTS</b>                                     |          |  |  |
| a) Introduced and identified staff.                                   | <b>1</b> |  |  |
| b) Checked on grooming and appropriate attire                         | <b>1</b> |  |  |
| c) Checked the Big five   | <b>1</b> |  |  |
| d) Took appropriate action  | <b>1</b> |  |  |
| e) Clear and precise instructions                                     | <b>1</b> |  |  |
| f) Explained procedures briefly<br>(Objectives, hygiene and safety )  | <b>3</b> |  |  |
| g) Used charts and instructional aids                                 | <b>1</b> |  |  |
| h) Demonstrated Poise and confidence                                  | <b>1</b> |  |  |
| <i>(Award marks as indicated for each</i>                             |          |  |  |



|  |           |  |  |
|--|-----------|--|--|
| g) Ensured hygiene in the restaurant by cleaning sideboard                             | 1         |  |  |
| h) Handled guest complaints  | 1         |  |  |
| i) Billed the guest  | 1         |  |  |
| j) Saw the guest off   | 1         |  |  |
| <i>(Award marks as indicated for each observation)</i>                                 |           |  |  |
| <b>Sub total</b>   | <b>10</b> |  |  |
| <b>HYGIENE AND SAFETY</b>  |           |  |  |
| a) Used equipment and materials for their intended purpose and left gangways clear     | 1         |  |  |
| b) Ensured that cleaning tools, such as mops, brooms, are cleaned and well-maintained. | 1         |  |  |
| c) Wiped spillages as necessary  |           |  |  |
| d) Used fire extinguisher  | 1         |  |  |
| e) Located first aid kit   | 1         |  |  |
| f) Used the right equipment  | 1         |  |  |
| <i>(Award marks as indicated for each observation)</i>                                 |           |  |  |
| <b>Sub total</b>   | <b>6</b>  |  |  |
| <b>TASK 6: CONDUCT A DE BRIEFING</b>   |           |  |  |
| <b>DE BRIEFING</b>   |           |  |  |
| a) Overviewed operations   | 1         |  |  |
| b) Analyzed finances   | 1         |  |  |
| c) Concluded the de briefing   | 1         |  |  |
| d) Made recommendations  | 1         |  |  |

|   |  |  |  |
|---|--|--|--|
| <i>(Award marks as indicated for each observation)</i>  |  |  |  |
| <b>Sub total</b>  | <b>4</b>   |  |  |
| <b>TASK 7:WRITE A REPORT OF THE DAY ACTIVITY</b>  |  |  |  |
| <b>Written Report contents</b><br>a) Cover page<br>b) Objectives<br>c) Introduction<br>d) Overview of activities<br>e) Limitations<br>f) Recommendations<br>g) Conclusions<br><i>(Award marks as indicated for each observation)</i>    | <b>1</b><br><b>1</b><br><b>1</b><br><b>1</b><br><b>1</b><br><b>1</b><br><b>1</b> |  |  |
| <b>Sub-Total</b>  | <b>7</b>   |  |  |
| <b>GRAND TOTAL</b>  | <b>72</b>  |  |  |
| <b>TOTAL ( <math>\frac{x}{72} \times 100</math> )</b>   | <b>100%</b>  |  |  |
| <b>ASSESSMENT OUTCOME</b>   |  |  |  |
| The candidate was found to be:<br><br>Competent <input type="checkbox"/> Not yet Competent <input type="checkbox"/><br><i>(Please tick as appropriate)</i><br><i>(The candidate is competent if the candidate obtains at least 50%)</i> |  |  |  |

|                                     |              |
|-------------------------------------|--------------|
| <b>Feedback from the Candidate:</b> |              |
| <b>Feedback to the Candidate:</b>   |              |
| <b>Candidate Signature</b>          | <b>Date:</b> |
| _____                               | _____        |
| <b>Assessor's Signature</b>         | <b>Date</b>  |
| _____                               | _____        |

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