

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)**

PRACTICAL ASSESSMENT

Time: 3 HOURS

1. You are required to perform the following tasks:
 - i. TASK I: You are a room service waiter/waitress at a three-star hotel in your town; take a telephone order for English tea and a sandwich for two portions
 - ii. TASK II: Carry out mise-en-place for room service
 - iii. TASK III: Deliver the above order to the room
 - iv. TASK IV: Perform clearance in the room
 - v. TASK V: Collect guest feedback
2. You have been provided with the following resources for the practical tasks:
 - Tableware
 - Furniture
 - Table linen

- Cruet set
- Cleaning equipment & materials
- Guest room
- Room service pantry area
- Trays
- Telephone
- English tea
- Sandwich
- Manilla paper
- Plain paper
- Foolscaps
- Permanent markers

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