072106T4FBS

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT LEVEL 6

HOS/OS/FB/CR/03/6

Manage bar operations

July/August 2025

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

OBSERVATION CHECKLIST

INSTRUCTIONS TO THE 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

This guide consists of NINE (9) printed pages.

Assessor should check the guide to ascertain that all the pages are printed as indicated and that no questions or answers are missing

OBSERVATION CHECKLIST

Candidate's name & Registration No.	
Assessor's name & Reg. code	
Unit(s) of Competency	**Manage Bar Operations**
Venue of Assessment	
Date of assessment	

(Indicate the marks available and marks obtained respectively. Award marks appropriately as guided for in the items for evaluation indicated. Give a brief comment where necessary)

Items to be evaluated:	Marks allocated	Marks obtained	Comments
1. **Prepared the dispense bar**			
Performed the pre-service tasks			
a. Cleaned and aired the bar	**2**		
b. Set bar furniture: chairs, tables stools	**2**		
c. Polished relevant Glassware & other bar tools	**2**		
d. Wiped the liquor bottles	**2**		
Set up and organized the bar			
a. Covered the station with a table cloth	**1**		
b. Stocked the Refrigerator with beer and sparkling water	**1**		
c. Stocked the bar with the bar necessary tools and supplies; Shakers, Condiments, Serviettes, Bar Spoons, Mixing Glasses, Openers, Coasters, wine holders	**2**		
d. Arranged and Set up glassware i.e. wine glasses, beer glasses and water	**2**		

goblet			
e. Set up the garnishes i.e. the lemon slices	**1**		
(Award appropriate marks for each observation)			
Sub total	**15**		
2. Prepared the beer shandy a. Assembled all the correct ingredients i.e. a lager beer and lemons b. Assembled all the correct equipment i.e. citrus juicer, cutting board, paring knife, bar spoon and beer glass c. Squeezed the lemon and cut the garnish (lemon wheel) d. Measured ingredients accurately as per recipe e. In a chilled beer glass, added ice cubes then poured 1 part lemon juice and 1 part beer f. Using a bar spoon stirred the drink g. Garnished the drink h. Presented the drink appropriately with a coaster and a straw on the side **(Award appropriate marks for each observation)**	**2** **2** **2** **2** **3** **1** **2** **2**		
Sub total	**16**		

3. Served sparkling water			
a. Approached the table from the right	**1**		
b. Using a beverage tray laid the water goblets on the right of the guest	**2**		
c. Served the water chilled leaving a cm to the rim of each glass	**2**		
d. Provided ice cubes and lemon slices on the side	**2**		
Served red wine			
a) Set a guerdon table next the guest table	**1**		
b) Brought 5 red wine glasses and a candle to the guerdon table.	**2**		
c) Carried the wine bottle using a cradle making sure the sediments did not mix	**2**		
d) Presented the bottle with the label facing the guest highlighting the name, vintage and producer to the host.	**2**		
e) At the guerdon lit the candle	**1**		
f) Using a corkscrew removed the foil	**2**		
g) Using a service cloth wiped the top of the bottle	**2**		
h) Extracted the cork carefully and sniffed the cork to check for faults	**2**		
i) Using a service cloth wiped around the inside of the bottle	**2**		
j) Poured a tester for the host and asked	**2**		

if s/he could pour a little for themselves			
k) Having checked the samples for faults presented the host with their sample for approval	**2**		
l) Once approved placed a single point light (candle) behind the shoulder of the bottle	**2**		
m) Carefully poured the wine into a clean decanter.	**2**		
n) As soon as sediment is seen, stopped pouring into the decanter and placed the bottle back in the cradle	**2**		
o) Filled up the glasses to the widest part	**2**		
p) served the guests first thereafter the host and removed the tasting glass	**2**		
q) Placed the decanted wine on the table on a coaster and on a separate coaster placed the wine bottle next to it	**2**		
r) Wished the guest to enjoy	**1**		
(Award appropriate marks for each observation)			

Subtotal	**40**		

Monitored Bar operations
Created and maintained good work attributes throughout the service.
  a. Maintaining Eye Contact,
  b. Smiling,
  c. Attentiveness,
  d. Courtesy
    (Award ½ marks each ½ x4)
Hygiene standards observed
  a. Handle glassware by base or stem, never by the rim
  b. Disposed debris into correct bin
  c. Wiped surfaces often
  d. Used fresh Ingredients used
    (Award ½ marks each½ x4)
	2
	
	2		

Prepared bar sales summary sheet
The summary sheet should contain relevant details;
  a. Period Of Service
  b. Bill Numbers
  c. Table Numbers
  d. Number of Covers per table
  e. Bill Totals
  f. Cashers name
  g. Date
  h. Name of the establishment
    (Award ½ mark each ½ x8)
	4		

Controlled bar operations • Work flow and tidiness • Smooth workflow • Tidiness of work areas • Cleaning as work progresses *(Award ½ marks each ½ x3)*	**1½**		

Controlled resources well
  a. Time,
  b. Materials
  c. Ingredients
  d. Power
  e. Tools And equipment
     (Award ½ marks each ½ x5)
	2½		

Observed hygiene and safety measures throughout the practical
  a. Personal hygiene and grooming
  b. Handling ingredients with clean hands
  c. Cleaning in the bar progressively
  d. Lined dustbins and covered
     (Award ½ marks each ½ x4)
	2		

Cleared and cleaned work station
  a. Clear, clean or dismantle bar stations
  b. Cleaned Bar surfaces and floor
  c. Safely disposed of all waste
  d. Sorted out Equipment and Grouped them
     (Award ½marks each ½ x5)
	2		

Sub total	**16**		

PRODUCT CHECKLIST			
Prepare the beer shandy **Appearance:**			
a. Light golden to pale yellow color in color	**2**		
b. Slightly hazy but with a frothy white head	**2**		
c. Well garnished with a lemon wheel	**2**		
Aroma:			
d. Bright and citrusy, often dominated by lemon	**2**		
e. Notes of malt and hops from the beer	**1**		
Balance			
f. Light and crisp, with neither component dominating the other excessively.	**2**		
Flavor:			
g. On the palate, a shandy is refreshing, slightly sweet, and citrus-forward, with subtle beer bitterness in the background.	**2**		
SUB -TOTAL	**13**		
GRAND TOTAL	**100**		

ASSESMENT OUTCOMES

The candidate was found to be:

Competent ☐   Not yet competent ☐

(Please tick as appropriate)

(The candidate is competent if s/he gets 50% or higher)

Feedback from candidate:		
Feedback to candidate:		
Candidate's signature:	**Date:**	
Assessor's signature:	**Date:**	

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