

072106T4FBS

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT LEVEL 6

HOS/OS/FB/CR/03/6

Manage Food and Beverage 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 SIX (6) 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 Food and Beverage Operations		
Venue of Assessment			
Date of assessment			
<i>(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)</i>			
Items to be evaluated:	Marks allocated	Marks obtained	Comments
1. Performed the pre-service duties			
a. Cleaned and aired the restaurant	2		
b. Identified (1/2), collected (1/2), and cleaned accessories appropriately (1)	2		
c. Identified (1/2), collected (1/2), and cleaned glassware appropriately (1)	2		
d. Identified (1/2), collected (1/2) and cleaned cutlery appropriately (1)	2		
e. Identified (1/2), collected (1/2) and cleaned crockery (1)	2		
f. Identified (1/2) collected (1/2), and cleaned flatware (1) appropriately	2		
g. Identified (1/2), collected (1/2), and cleaned furniture and fittings (1) appropriately	2		
h. Identified (1) and collected (1) the appropriate linen	2		
<i>(Award appropriate marks for each observation)</i>			

Sub total	16		
2. Prepared individual mis-en-plus as per the balloted menu - 6 pax			
a. Clean and correctly placed table and chairs	2		
b. Assembled all the necessary linen; moulton, table cloth, overlay & guest napkins	2		
c. Assembled the correct center piece i.e flower vase, table number and a pair of ménages	2		
d. Aailed clean and correct covers for the 1 st course			
• <i>Duck liver pâté on toast (by hand)</i>			
• <i>Caprese salad with balsamic glaze (salad knife& fork)</i>	2		
• <i>Buffalo chicken wings (by hand)</i>			
• <i>Vegetable samosas with mint chutney (by hand)</i>			
e. Aailed clean and correct the covers for the 2 nd course			
• <i>Caesar salad with anchovies (salad knife & fork)</i>	2		
• <i>Roasted pumpkin soup (soup spoon)</i>			
• <i>French onion soup with Gruyère crouton (soup spoon)</i>			
• <i>Minestrone with Parmesan (soup spoon)</i>			
f. Aailed clean and correct the covers for the 3 rd course			

<ul style="list-style-type: none"> • <i>Fish fillet with French fries and coleslaw (fish knife & fork)</i> • <i>Osso buco with saffron risotto (Joint knife & fork)</i> • <i>Tenderloin steak with coleslaw and roast potatoes (steak knife and fork)</i> • <i>Chicken adobo with garlic rice (joint knife & fork)</i> <p>g. Aailed clean and correct the covers for the 4th course</p> <ul style="list-style-type: none"> • <i>Crème brûlée (dessert spoon)</i> • <i>Tiramisu (dessert spoon and fork)</i> • <i>Fruit salad (dessert spoon & fork)</i> • <i>Fruit cuts (dessert knife and fork)</i> <p>h. Aailed clean and correct glassware</p> <p>i. Aailed clean and correct butter plated and knives</p> <p>j. Neat and well-arranged Tray</p> <p>(Award (½)mark per cover for each observation)</p>	2		
	2		
	2		
	2		
Sub total	20		
3. Set-up the table according to the selected menu - 6 pax			
a. Tablecloth placed correctly, creative overlay design	2		
b. Folded four different napkin styles	2		
c. Chairs in correct position	2		
d. Correctly placed flower vase with an under liner (1), ménages (1/2), table number facing the entrance (1/2),	2		

e. Correctly laid the starter covers	2		
f. Correctly laid the main covers	2		
g. Correctly laid the dessert covers	2		
h. Correctly laid the butter plates	2		
i. Correctly laid the glassware	2		
j. Adhered to the 1 cm rule	2		
k. Achieved accurate symmetry in the set up	2		
l. All equipment used was sparkling clean free of finger prints	2		
m. Correct handling and use of equipment in the process	2		
<i>(Award (½)mark per cover for each observation)</i>			
Sub- total	26		
4.The service sequence (lunch service)- Family Method of Service			
a. Welcomed and greeted the guests with a smile and warmth	2		
b. Checked for reservations	2		
c. Sat the guests professionally and laid their napkins correctly and from the right side	2		
d. Introduced themselves, the menu and style of service for the day	2		
e. Confirmed any dietary restrictions or preferences.	2		
d. Served water correctly	2		
e. Adjusted the starter covers appropriately	1		
f. Placed salad plates and any shared condiments or sauces appropriate for the	2		

meal.			
g. Brought appetizers/starters to the table in large dishes. Place serving spoons and allowed guests to serve themselves.	2		
h. Checked for guest satisfaction and cleared the starter correctly	2		
i. Adjusted the main covers appropriately	1		
j. Placed hot joint plates and any shared condiments or sauces appropriate for the meal.	2		
k. Brought the main dishes (protein, starch, vegetables) in serving platters. Placed serving spoons and allowed guests to serve themselves.	2		
n) Checked for guest satisfaction and cleared the main course correctly	2		
o) Crumbed the table down while adjusting dessert covers	2		
p) Placed dessert plates and any shared condiments or sauces appropriate for the meal.	2		
q) Checked for guest satisfaction and cleared all dishes, glassware, and unused items from the table.	2		
r) Presented the bill and processed payments	2		
s) Assisted guests with coats or belongings if needed thanked and escorted the guest out of the restaurant	2		
<i>(Award appropriate marks for each</i>			

<i>observation)</i>			
Sub - total	40		
GRAND TOTAL	100		
ASSESSMENT OUTCOMES			
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 s/he gets 50% or higher)</i>			
Feedback from candidate:			
Feedback to candidate:			
Candidate's signature:	Date:		
Assessor's signature:	Date:		

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