

**072106T4FBS**

**FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT LEVEL 6**

**HOS/OS/FB/CR/04/6**

**Manage Room Service**

**July/August 2025**



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

**PRACTICAL ASSESSMENT**

**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

<b>OBSERVATION CHECKLIST</b>			
<b>Candidate's name &amp; Registration code</b>			
<b>Assessor's 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 based on your observation.</i>	<b>Marks available</b>	<b>Marks obtained</b>	<b>Comments</b>
<b>Observed hygiene and safety standards &amp; procedures</b>			
<b>Environmental hygiene and safety</b> <ul style="list-style-type: none"> <li>• Cleaned and sanitized the working area</li> <li>• Kept work surfaces clean and dry</li> <li>• Kept floor clean and dry</li> <li>• Disposed waste properly</li> </ul> <i>(Award marks as indicated for each correct task done)</i>	1 1 1 2		
<b>Sub-total</b>	<b>5</b>		
<b>Task 1: a) Performed mis-en-plus preparations</b> <ul style="list-style-type: none"> <li>a. Cleaned and aired the room service office</li> <li>b. Identified (1/2), collected (1/2), and cleaned <b>accessories</b> appropriately (1)</li> <li>c. Identified (1/2), collected (1/2), and cleaned <b>glassware</b> appropriately (1)</li> <li>d. Identified (1/2), collected (1/2) and cleaned <b>cutlery</b> appropriately (1)</li> <li>e. Identified (1/2), collected (1/2) and cleaned <b>crockery</b> (1)</li> <li>f. Identified( 1 )and collected(1)the appropriate <b>linen</b></li> </ul> <i>(Award appropriate marks for each observation)</i>	2 2 2 2 2 2		

<b>Sub-total</b>	<b>12</b>		
<b>Task 1: b) Thorough clean a jumbo tray</b>			
a) Removes all equipment and supplies from the tray	<b>1</b>		
b) Sprays trays with hot water to remove food residue	<b>1</b>		
c) Using a scouring pad clean a tray	<b>2</b>		
d) Sprays the trays with an approved sanitizing solution.	<b>1</b>		
e) Stack them upside-down at right angles to allow them to air dry	<b>1</b>		
<i>(Award appropriate marks for each observation)</i>			
<b>Sub-total</b>	<b>6</b>		
<b>Task 1: c) Create and filled a time control work sheet for the day</b>			
Provided columns for;			
a) Order number	<b>1</b>		
b) Room number	<b>1</b>		
c) Guest name	<b>1</b>		
d) Time order received	<b>1</b>		
e) Time order prepared	<b>1</b>		
f) Time left kitchen	<b>1</b>		
g) Time delivered	<b>1</b>		
h) Time cleared remarks	<b>1</b>		
<i>(Award appropriate marks for each observation)</i>			
<b>Sub-total</b>	<b>8</b>		
<b>TASK 2: a) Set up room service tray</b>			
a) Lined tray using a clean tray cloth	<b>1</b>		
b) Provided and placed a flower vase, serviettes sugar/sweeteners and preserves on the tray	<b>2</b>		

c) Set aside plate and relevant cutlery i.e. cereal spoon, fruit covers, tea spoons and a butter knife on the tray	2		
d) Provided and placed juice for 2 pax on the tray and covered it on the tray			
e) Provided and placed cereals for 2 pax and covered it on the tray	2		
f) Provided and placed 2 sets of dairy products on the tray	2		
g) Provided and placed 2 sets of fruit platters and covered it on the tray	2		
h) Provided an assorted bread/pastry basket on the tray	2		
i) Provide and placed 2 sets of hot beverage on the tray on the tray	2		
j) Provided and placed 2 sets of tea cups on the tray	1		
k) Counter checked that all items are as ordered	1		
l) Provided an accurate bill and a pen to the guest	1		
<i>(Award appropriate marks for each observation)</i>	1		
<b>Sub-total</b>	<b>20</b>		
<b>TASK 2: b) Safely delivered the tray to the guest room</b>			
a) Lifted the tray carefully, using the legs support for leverage	1		
b) Bend at the knees to pick up the tray.	1		
c) Pulled the tray with one hand onto the palm of the other hand	1		
d) Balanced the tray on the palm or fingertips at shoulder height	1		
e) Used the free hand to steady the tray while standing	1		

f) Walked carefully with good posture, always looking forward	1		
g) Upon arriving at the guest's room	2		
• Rang once and announce the department: "Room Service".			
• Waited for 15 seconds, then rang again and announces again.			
• Waited 30 seconds, then rang again and announce again			
h) Waited for the guest to open the door	1		
i) Entered carefully with the tray, avoiding hitting or scratching the wall	1		
j) Left the door open after entering the guest room	1		
k) Greeted the guest according to the time of the day	1		
l) Asked the guest where to place the tray	1		
m) Carefully placed the tray on the chosen table	1		
n) Introduced the items on the tray for the guest approval	2		
o) Presented the bill for payment	2		
p) Asked the guest if they would wish the tray to be cleared and at what time	1		
q) Wished the guest to enjoy their breakfast	1		
<i>(Award marks as indicated for each correct task done)</i>			
<b>Sub Total</b>	<b>20</b>		
<b>TASK 3: Cleared the room service tray</b>			
• Pressed the bell key outside the room and announced "Room Service / In Room Dining"	1		

<ul style="list-style-type: none"> <li>When the guest opened the door, greeted the guest by name. And let the guest know that he/he was there to pick up the tray</li> <li>Placed the service ware, glasses, used linens and trash on the tray</li> <li>Bent the knees and picked up the tray.</li> <li>Pulled the tray with one hand into the palm of the other hand</li> <li>Balanced the tray on the palm or fingertips at shoulder height</li> <li>Used free hands to steady the tray while standing</li> <li>Wished the guests a good day</li> <li>Moved in a comfortable pace to the clearance area</li> </ul>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>		
<i>(Award marks as indicated for each correct task done)</i>			
<b>Sub Total</b>	<b>9</b>		
<b>GRAND TOTAL</b>	<b>80</b>		

**ASSESSMENT OUTCOME**

The candidate was found to be:

Competent                       Not yet competent

*(Please tick as appropriate)*

*(The candidate is competent if he/she gets at least 50%.)*

**Feedback from candidate:**

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**Feedback to candidate:**

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**Candidate's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor's Signature:**

**Date:**

\_\_\_\_\_

\_\_\_\_\_

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