072106T4FBS

FOOD AND BEVERAGE SALES & SERVICE MANAGEMENT LEVEL

HOS/OS/FB/CR/07/6

Perform Food and Beverage Department Administrative Duties

July/August 2025

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

PRACTICAL ASSESSMENT

TIME: 3HOURS

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

Candidate's Name & Registration Code			
Assessors Name & Registration Code			
Venue of Assessment			
Date of Assessment			
Items to be Evaluated: *Please award marks as appropriate. Give a brief comment on your observation.*	**Marks Available**	**Marks Obtained**	**Comments**
Hygiene and Safety			
1. Safety and hygiene • Clean working environment • Well organized arranged working surface • Clean well pressed uniform • Hands kept clean throughout • Clean, appropriate footwear *(Award marks for each aspect observed)*	**1** **2** **1** **1** **2**		
Subtotal	**7**		
TASK 1: Develop a performance improvement plan			
• Availed the letterhead of the institution • Gave a brief description of the importance of the document/process • Indicated the current employee's performance i.e. the set targets vs what they have achieved • Set new targets for a period of one month • Provided the name of the employee and the signature of commitment	**2** **3** **3** **3** **2**		

• Provided the name of the supervisor and the signature	2		
• Indicated the next cause of action if the targets were not met	2		
Sub total	**17**		
TASK2: Operational Plan for a Wedding Reception event			
Key areas in the operational plan **a) Objectives of the Event** • Outlined three objectives clearly and in an understandable manner	2		
• Wrote specific objectives	2		
• Developed measurable objectives	2		
• Stated achievable objectives	2		
• Developed realistic objectives	2		
• Developed time bound objectives	2		
b) Activity breakdown • Broke down the event into clear manageable tasks	2		
• Prioritized activities effectively based on their importance and urgency	2		
• Sequenced activities logically ensuring a smooth workflow	2		

Allocated resources			
• Identified all necessary human and physical resources	**2**		
• allocated appropriately	**2**		
• Put in place measures for resource management	**2**		
• Made contingency plans for any resource shortage	**2**		
Timelines			
• Developed a detailed timeline for each activity with specific deadlines	**2**		
• Developed a realistic and achievable timeline	**2**		
• Put in place mechanisms to monitor progress and adjust timelines as needed	**2**		
(Award marks appropriately for each correct activity)			
Sub total	**32**		
TASK 3: Summary Report			
Report checklist			
• Captured Event overview: name, type, date and location of the event	**2**		
• Highlighted theme of the event/ target audience	**2**		
• Addressed Guest experiences	**2**		

• Identified areas of success	2		
• Captured areas of improvement	2		
• Outlined follow –up actions like confirmation of thank-you notes sent to guests	2		
• Included timelines for post-event tasks *(Award marks appropriately for each correct task done)*	2		
Sub-Total	**14**		
GRAND TOTAL	**70**		

ASSESSMENT OUTCOME

The candidate was found to be:

Competent ⬛   Not yet Competent ☐

(Please tick as appropriate)

(The candidate is competent if the candidate obtains at least 50%)

Feedback from the Candidate:

Feedback to the Candidate:

Candidate Signature   **Date:**

_____   _____

Assessor's Signature   **Date**

_____   _____

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