

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**

**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATE:**

1. Do not write on the question paper.
2. A separate plain paper will be provided.
3. Return this paper to assessor at the end of the assessment

**PRACTICAL TASK**

1. You are a room service captain at Golf Hotel planning for room service of a couple from Mexico. The couple is set to check in at 4 am and they have requested to have their continental breakfast delivered at 5 am.

**TASK 1:**

You are required to;

- a) Perform mis-en-place preparations
- b) Thorough clean a jumbo tray
- c) Create and fill a time control work sheet for the day

**TASK 2:**

- a) Set up room service tray
- b) Deliver the tray to the guest room

**TASK: 3**

- a) Clear the room service tray
2. You have been provided with the following resources;
- i. Cleaning materials and equipment
  - ii. Assorted room service operating equipment
  - iii. Stationery
  - iv. Flowers
  - v. Serviettes
  - vi. Mixed tea
  - vii. Cereals
  - viii. Yoghurt
  - ix. Juice
  - x. Toasted bread
  - xi. Butter
  - xii. Mandazi
  - xiii. Fruit cuts
  - xiv. Fully equipped and functional guest room

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