



TOURISM AND HOSPITALITY PROGRAMMES TEVET QUALIFICATION FRAMEWORK (TQF)

CURRICULUM CHART FOR

TRADE CERTIFICATE LEVEL II IN FOOD AND BEVERAGE SERVICE

NUMBER 46/2

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2.0 RATIONALE

The Hospitality industry is growing rapidly in this country and with this growth there has been an increase in the demand of efficiency and quality service in the Food and Beverage areas in the country. In addition, people have come to realise the importance of quality service and value for money. This calls for professionalism and creativity in the way Food and Beverages are served, which requires personnel who are able to meet this new demand in the provision of these products and services.

This programme has been designed to assist in the development of skills vital to address the needs to develop skilled human capital for the industry.

3.0 PROGRAMME PURPOSE

To equip trainees with knowledge, skills and values to enable them effectively and efficiently manage different kinds of Food and Beverage outlets.

4.0 PROGRAMME OUTCOMES

On completion of the programme the trainee will be able to:

1. Apply effectively food and beverage service principles
2. Carry out food and beverage service procedures
3. Apply hygiene, safety and first aid to industry set standards.
4. Apply entrepreneurship food and beverage skills

5.0 COURSE DURATION

6 months inclusive of 2 months Industrial attachments.

6.0 COURSE OUTLINE

MODULE NO.	TITLE	HOURS
46/2-01-A	FOOD AND BEVERAGE TECHNIQUES	150
46/2-02-A	FOOD AND BEVERAGE SERVICE	240
46/2-03-A	HYGIENE, SAFETY AND FIRST AID	30
46/2-04-A	FOOD AND NUTRITION	70
	INDUSTRIAL ATTACHMENT	400
	TOTAL	890

7.0 TEACHING STRATEGIES

Learning shall constitute:

- 7.1 Demonstrations
- 7.2 Simulations
- 7.3 Industrial attachment
- 7.4 Lecture methods
- 7.5 Handouts
- 7.6 Training aids.

8.0 PROGRAMME EVALUATION

TEVETA shall evaluate the programme as follows:

8.1 Formative evaluation

8.1.1 Purpose: To determine on an on-going basis whether the programme is being implemented as planned and to advise on improvements.

8.1.2 Major areas of Evaluation: Course Aims and learning outcomes, trainees entry requirements, course contents, teaching, learning activities and learning resources.

8.1.3 Evaluation Instruments: structured interviews, observations, checklists, examinations/test records, participation and attendance in class.

8.1.4 Sources of Information: Trainees, trainers, administrative **monitors** and records.

8.2 Summative Evaluation

8.2.1 Major areas of evaluation – Course aims, trainees' entry requirements, course content, learning resources, teaching/learning activities, trainers, assessors, examiners and graduates' performance in employment.

8.2.2 Evaluation Instruments:- structured interviews, observations, checklists, records, final integrated examinations.

8.2.3 Sources of information:- Trainees, trainers, assessors, examiners, administrators, sponsors, trainees dropouts, employers, union officials and the general public.

9.0 ENTRY REQUIREMENTS

- 9.1 School Leavers:** The minimum entry requirement is grade 9-school certificate or its equivalent with at least passes in English and Mathematics

9.2 Mature age Entry Candidates: One year working experience plus a letter of recommendation from employers.

10.0 TRAINEE ASSESSMENT

Trainees shall be assessed both through continuous assessment which shall include tests, assignments and assessed industrial attachments, and a final examination. The breakdown for assessment shall be as follows:

10.1	Continuous Assessment	40%
10.1.1	Minimum of 2 assignments and 2 tests	10%
10.1.2	Industrial Attachment	30%
10.2	Final Examination	60%
10.3	Minimum Pass Mark	50%

11.0 ATTENDANCE

The candidate must have an attendance of minimum 85% to be eligible for the final examinations.

12.0 PROGRESSION REQUIREMENTS

12.1 FAILURES

12.1 Failures

Trainees failing in three (3) or more modules shall be considered as outright failures and shall not be allowed to re-sit for supplementary examinations/tests.

12.2 Referrals

Trainees failing in two (2) modules shall be allowed to sit for supplementary examinations within three months, after which they shall be awarded skills award certificate if they clear the arrears.

13.0 STAFFING

Minimum of a certificate in food and beverage service; or related programme; or five years industrial work experience and a recognised teaching qualification.

14.0 CERTIFICATION

Successful candidates shall be awarded certificates in Food and beverage service level II (two) by the Technical Education, Vocational and Entrepreneurship Training Authority (TEVETA)

MODULE: 46/2- 01-A FOOD AND BEVERAGE TECHNIQUES

NORMINAL DURATION: 150 HOURS

CREDITS: 15

MODULE PURPOSE: To effectively equip trainees with knowledge, skills and attitudes in food and beverage techniques.

LEARNING OUTCOMES: On completion of this module, trainees will be able to;

1. Apply the principles of food and beverage service
2. Identify key service styles
3. Carry out food and beverage service procedure
4. Apply restaurant salesmanship skills
5. Provide quality service

UNIT A1.1 APPLYING THE PRINCIPLES OF FOOD AND BEVERAGE SERVICE

- 1.1.1 Attributes of a professional waiter
- 1.1.2 Personal grooming
- 1.1.3 Customer care

UNIT A1.2 IDENTIFYING KEY SERVICE STYLES

- 1.2.1 Gueridon service
- 1.2.2 Silver service
- 1.2.3 Plate service
- 1.2.4 Buffet service
- 1.2.5 Counter service

UNIT A1.3 CARRYING OUT FOOD AND BEVERAGE SERVICE

- 1.3.1 Restaurant mis-en-place
- 1.3.2 Menu presentation
- 1.3.3 Welcoming and greeting guests professionally
- 1.3.4 Menu and wine list
- 1.3.5 Sequence of food and beverages order taking and service
- 1.3.6 Check customer satisfaction

UNIT A1.4

APPLYING RESTAURANT SALESMANSHIP SKILLS

- 1.4.1 Suggestive selling
- 1.4.2 Product merchandising
- 1.4.3 Bill presentation

UNIT A1.5

PROVIDING QUALITY SERVICE

- 1.5.1 Practical skills
- 1.5.2 Interpersonal skills
- 1.5.3 Menu knowledge

MODULE 46/2-02-A

FOOD AND BEVERAGE SERVICE

NORMAL DURATION: 300 HOURS

CREDITS: 30

MODULE PURPOSE: To effectively equip trainees with knowledge, skills and attitudes in food and beverage service provision.

LEARNING OUTCOMES: On completion of this module, trainees will be able to;

1. Classify restaurant equipment and mis-en-place
2. Carryout duties and career prospects of food and beverage personnel
3. Prepare different types of meals
4. Carry out other forms of service
5. Classify different types of beverages
6. Name different types of cigarettes and cigars
7. Employ the skills of making different types of cocktails
8. Apply legal requirements

UNIT A2.1

CLASSIFYING RESTAURANT EQUIPMENT AND MIS-EN-PLACE

- 2.1.1 Types of equipment
- 2.1.2 Uses of equipment
- 2.1.3 Cleaning and care of equipment

UNIT A2.2

CARRYING OUT DUTIES AND CAREER PROSPECTS OF FOOD AND BEVERAGE PERSONNEL

- 2.2.1 Organisational chart
- 2.2.2 Duties of staff
- 2.2.3 Career prospect

UNIT A2.3

PREPARING DIFFERENT TYPES OF MEALS

- 2.3.1 Breakfast
- 2.3.2 Lunch
- 2.3.3 Dinner
- 2.3.4 Supper
- 2.3.5 High Tea/Afternoon Tea

UNIT A2.4 CARRYING OUT OTHER FORMS OF SERVICE

- 2.4.1 Room service
- 2.4.2 Floor service
- 2.4.3 Lounge
- 2.4.4 Industrial service
- 2.4.5 Institutional catering
- 2.4.6 Transport catering
- 2.4.7 Hospital catering
- 2.4.8 Banqueting service

UNIT A2.5 CLASSIFYING DIFFERENT TYPES OF BEVERAGES

- 2.5.1 Types of beverages
 - 2.5.1.1 Non alcoholic
 - 2.5.1.2 Alcoholic
- 2.5.2 Production and producing areas of wines
 - 2.5.2.1 Wines
 - 2.5.2.2 Meal accompaniments
 - 2.5.2.3 General principles of wine consumption

UNIT A2.6 NAMING DIFFERENT TYPES OF CIGARETTES AND CIGARS

- 2.6.1 Brands of Cigarettes and Cigars
- 2.6.2 Service of Cigars

UNIT A2.7 EMPLOYING THE SKILLS OF MAKING DIFFERENT TYPES OF COCKTAILS

- 2.7.1 Definition
- 2.7.2 Types of Cocktails
- 2.7.3 Mixed drinks
- 2.7.4 Equipment

UNIT A2.8 APPLYING LEGAL REQUIREMENTS

- 2.8.1 Licensing Laws
- 2.8.2 Legal requirements

MODULE 46/2-03-A

HYGIENE, SAFETY AND FIRST AID

NORMINAL DURATION: 30 HOURS

CREDITS: 3

MODULE PURPOSE: To effectively equip trainees with knowledge, skills and attitudes in developing competences to enable them practice hygiene, safety and first aid in food and beverage service to set industry standards.

LEARNING OUTCOMES: On completion of this module, trainees will be able to;

1. Apply concepts of hygiene
2. Identify common pests
3. Identify different types of food poisoning
4. Practise hygiene, safety and first aid procedures in the work place

UNIT A3.1 APPLYING CONCEPTS OF HYGIENE

- 3.1.1 Hygiene
- 3.1.2 Rules and Regulations of hygiene
- 3.1.3 Types of Hygiene

UNIT A3.2 IDENTIFYING COMMON PESTS

- 3.2.1 Pests
- 3.2.2 Common Pests
- 3.2.3 Causes of infection
- 3.2.4 Prevention methods

UNIT A3.3 IDENTIFYING DIFFERENT TYPES OF FOOD POISONING

- 3.3.1 Food poisoning
- 3.3.2 Types of food poisoning
- 3.3.3 Preventive measures

3.3.4 Cost of hygiene

3.3.5 Reasons for the increase in food contamination

UNIT A3.4

PRACTISING HYGIENE, SAFETY AND FIRST AID PROCEDURES IN THE WORK PLACE

3.4.1 Safety and first aid

3.4.2 Contents of the first aid box

3.4.3 Safety procedures

3.4.4 First aid in wounds, burns and scalds, fainting and fits, heart attack, stroke and shock.

MODULE 46/2-04-A FOOD AND NUTRITION

DURATION: **70 HOURS**

CREDITS: 7

MODULE PURPOSE: To equip students with knowledge, skills and attitudes in professionally applying aspects of nutrition to food production.

LEARNING OUTCOMES: On completion of this module, the trainee will be able to:-

1. Define Food and nutrition
2. Identify types of diseases
3. Identify different types of diet.
4. Avoid excessive intake of certain foods
5. Preserve nutrients in food preparation.

UNIT A4.1 DEFINING FOOD AND NUTRITION

- 4.1.1 Food nutrition
- 4.1.2 Fats and oils
- 4.1.3 Proteins
- 4.1.4 Carbohydrates
- 4.1.5 Mineral elements
- 4.1.6 Vitamins

UNIT A4.2 IDENTIFYING TYPES OF DISEASES

- 4.2.1 Organisms that causes diseases
- 4.2.2 Communicable diseases
- 4.2.3 Deficiency diseases

UNIT A4.3 IDENTIFYING TYPES OF DIETS

- 4.3.1 Types of vegetarian
- 4.3.2 Types of diet
- 4.3.3 Suitable recipes and menus for individual requirements

UNIT A4.4 AVOIDING EXCESSIVE INTAKE OF CERTAIN FOODS

- 4.4.1 Causes of diabetes
- 4.4.2 Causes of obesity
- 4.4.3 Causes of coronary heart disease
- 4.4.4 Recommended dietary intakes

UNIT A4.5 PRESERVING NUTRIENTS IN FOOD PREPARATION

- 4.5.1 Effects of heat on nutrients
- 4.5.2 Methods of cooking which retain nutrients
- 4.5.3 Preserving of nutrients when storing

Reference materials

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