



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

BEVERAGE SERVICE

FBOBS401

Competence: Serve beverages

RQF Level: 4

Learning Hours



Credits: 7

Sector: Hospitality and Tourism

Trade: Food and beverage Operations

Module Type: Specific

Curriculum: HOTFBO4001 TVET Certificate IV Food and Beverage operations

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Issue Date: August, 2023

Purpose statement	This module describes knowledge, skills and attitude required to serve beverages. It is intended to be pursued by learner at TVET certificate level IV in Food and beverage operations. At the end of this module, the learner will be able to prepare for service of beverages, apply beverage service sequences and perform bar closing duties.				
Learning assumed to be in place	<ul style="list-style-type: none"> ▪ Hot and cold beverages preparation ▪ Customer service 				
Delivery modality	Training delivery	100%	Assessment	Total 100%	
	Theoretical content	30%	Formative assessment	30%	
	Practical work:	70%		70%	50%
	<ul style="list-style-type: none"> • Group project and presentation 20% • Individual project /Work 50% 				
				Summative Assessment	50%



Elements of Competency and Performance Criteria


Elements of competency	Performance criteria
1. Prepare for service of beverages	1.1 Bar ambience is properly maintained as per organization operating procedures
	1.2 Tools and equipment are appropriately maintained as per safety standards
	1.3 Drinks are appropriately identified in accordance with their categories
	1.4 Bar stock and arrangement are appropriately maintained in accordance with the type of bar.
2. Apply beverage service sequence	2.1 Guests are warmly welcomed as per service standards
	2.2 Beverage orders are accurately taken as per Standard Operating procedures
	2.3 Specialized advices on matching food and beverages are appropriately provided as per Beverage list.
	2.4 Service techniques for beverages are correctly applied as per types of beverage
	2.5 Bar counter and crumbing is regularly cleared as per their techniques.
	2.6 Billing and payment are accurately maintained as per organisation operating procedure
	2.7 Guest feedback is correctly collected according to the feedback collection procedures
3. Carry out closing duties	3.1 Bar Inventory is accurately carried out according to the inventory procedures
	3.2 Storage of carryovers is appropriately performed as per types of beverages
	3.3. Report is appropriately submitted as per organization reporting system

Intended Knowledge, Skills, and Attitude

Knowledge	Skills	Attitude
<ul style="list-style-type: none"> ○ Service tools and equipment ○ Safety , security and hygiene principles ○ Products knowledge ○ Types customers ○ Basic mathematics ○ Basic principles of accounting ○ Currency Exchange rate 	<ul style="list-style-type: none"> ● Apply computer skills ● Serve beverage ● Prepare beverage ● Present beverage ● Make coffee ● Manage stock ● Make and submit report ● Make bill ● Manage payment 	<ul style="list-style-type: none"> ○ Being clean ○ Being Proactive ○ Being attentive ○ Being punctual ○ Being Self-motivated ○ Being honest ○ Being creative ○ Being accountable ○ Being strategic thinker


Course content


Learning outcomes	At the end of this module the learner will be able to:
	<ol style="list-style-type: none"> 1. Prepare for service of beverages 2. Apply beverage service sequence 3. Carry out closing duties
Learning outcome 1. Prepare for service of beverages	Learning hours: 20
Indicative content	
<ul style="list-style-type: none"> ● Maintenance of Bar ambience <ul style="list-style-type: none"> ✓ Types of bar ✓ Bar personnel attitudes and grooming ✓ Bar layout <ul style="list-style-type: none">  Parts of bar  Bar display 	

 Bar background

- **Selection of bar Tools and equipment**

- ✓ Equipment


-  Furniture

-  Electrical equipment

- ✓ Tools

-  Linen

-  Chinaware /crockery


-  Glassware


-  Cutleries

-  Hollow-ware

-  Flatware

-  Openers

-  Measuring tools


-  Mixing tools


-  Shakers

- ✓ Maintenance of bar tools and equipment


- **Identification of drinks**

- ✓ Non- alcoholic/ soft drinks

-  Hot drinks


-  Cold drinks

- ✓ Alcoholic drinks

-  Beers and ciders

-  Bitters

-  Spirits

-  Liqueurs

-  Wines

- **Maintenance of bar stock**


- ✓ Bar stock levels

- ✓ Stock variations and discrepancies

- ✓ Stock rotation
- ✓ Bar arrangement techniques

Resources required for the learning outcome

Equipment	<ul style="list-style-type: none"> • Fridges, freezers , ice machine, tables , stools , chairs , coffee grinder, blenders , trolleys , POS machine ,counters , wine cellar , projectors, computer , side stations, shelves, water boiler, towel warmer ,wine cooler, cash detector
Materials	<ul style="list-style-type: none"> • Beers, spirits, wines, liqueurs, lemonades, juices, coffee, tea, squashes, drinking water, bitters , energy drinks, decorations, garnishes , flipchart , markers, chalks, pens , syrups , captain order
Tools	<ul style="list-style-type: none"> • Linen , Chinaware /crockery , Glassware , Cutleries , Hollow-ware , flatware , Openers, Measuring tools , Mixing tools , Cutting tools , Shakers , bill holder, beverage list , coasters , service trays , flasks ,corkscrew, ashtray, wine basket , bucket, calculator, scale, bar mat, pepper grinder .
Facilitation techniques	<ul style="list-style-type: none"> • Group discussion, demonstration , brainstorming role-play, field study, practical exercise ,research
Formative assessment methods	<ul style="list-style-type: none"> • Written assessment • Performance assessment • Product based assessment • Oral based assessment











Learning outcome 2: Apply beverage service sequence	Learning hours: 40
Indicative content	
<ul style="list-style-type: none"> • Welcoming guests <ul style="list-style-type: none"> ✓ Greeting guest ✓ Customer orientation ✓ Seating the guest • Taking beverage orders <ul style="list-style-type: none"> ✓ Presenting beverage list ✓ Guest orders taking systems <p style="text-align: center;"> Manual</p>	

 Computerized

- **Providing specialized advices on matching food and beverages**

- ✓ Guidelines for Wine and food pairing
- ✓ Providing recommendations to customers
- ✓ Beverage label information
- ✓ Up-selling bar products

- **Service techniques for beverages**

- ✓ Carrying loaded tray
- ✓ Service techniques of soft drinks
 -  Service tools and equipment
 -  Service temperature
 -  serving techniques
- ✓ Service techniques of beers and ciders
 -  Service tools and equipment
 -  Serving temperature
 -  serving techniques of different types of beers
- ✓ Service techniques of wines
 -  Wine testing techniques
 -  Wine decantation
 -  Wine serving tools and equipment
 -  Wine presentation
 -  Wine service process of different wines
- ✓ Service techniques of spirits and liqueurs
 -  Service tools and equipment
 -  Serving temperature
 -  serving techniques
- ✓ Service techniques of cocktails
- ✓ Dealing with spillages and wastages
- ✓ Handling special requests

- **Clearing and crumbing down bar counter**

- ✓ Clearing Techniques
- ✓ Crumbing down techniques

- **Handling billing and payments**

- ✓ Preparation of guest bill
 - ✚ Billing methods
 - ✚ Bill preparation process
- ✓ Bill presentation
 - ✚ Types of bill holders
 - ✚ Bill presentation Techniques
 - ✚ Handling bill related queries
- ✓ Handling payments
 - ✚ Methods payments
 - ✚ Accepting or denying payment
 - ✚ Currency exchange rate calculation

- **Collecting guest feedback**

- ✓ Types of feedback
- ✓ Methods of handling feedback

Resources required for the indicative content

Equipment	Fridges, freezers , ice machine, , tables , stools , chairs , blenders , trolleys , POS machine ,counters , wine cellar , projectors, computer .
Materials	Beers, spirits , wines, liqueurs , lemonades, juices , coffee, tea , squashes, minerals, decorations , pens , flipchart , markers , first aid kits
Tools	Linen , Chinaware /crockery , Glassware , Cutleries , Hollow-ware , flatware , Openers, Measuring tools , Mixing tools , Shakers , bill folders, beverage list, coasters
Facilitation techniques	<ul style="list-style-type: none"> • Group discussion, demonstration, brainstorming ,role-play, field study practical exercise
Formative assessment methods	<ul style="list-style-type: none"> • Written assessment • Performance assessment • Product based assessment • Oral based assessment

Learning outcome 3: Carry out closing duties

Learning hours: 10

Indicative content

- **Bar Inventory**
 - ✓ Types of bar inventory
 - ✓ Bar stock rotation
 - ✓ Completing inventory sheet
- **Storing bar product carryovers**
 - ✓ Storing wines
 - ✓ Storing Juices
 - ✓ Storing Garnishes
 - ✓ Spirits and liqueurs
- **Submission report**
 - ✓ Types of reports
 - ✓ Elements of reports
 - ✓ Completing reports
 - ✓ Submission process of report

Resources required for the indicative content

Equipment	, POS machine, cash detector, counter, computer, printer, scanner, EBM,
Materials	Pens, papers, stamps, ink, marker pens, flipcharts, first aid kits, scotches.
Tools	Bill folders, beverage list , stapling machines, files
Facilitation techniques	<ul style="list-style-type: none"> • Group discussion, demonstration, brainstorming, role-play, field study, practical exercise, research.
Formative assessment methods	<ul style="list-style-type: none"> • Written assessment • Performance assessment • Product based assessment • Oral based assessment

Integrated/Summative assessment (For specific module)

Integrated situation

X hotel located in Gasabo District, is hosting an event for 10 RTB Representatives at 4PM:

From 10 pax, 2 guests ordered a bottle of cold apple juice, 3 has ordered a bottle of white wine, 1 ordered champagne, 3 has ordered a double Tot of cognac on the rock and 1 has ordered chilled lager beer. However, the hotel does not have a competent bartender to serve the above orders. You are hired as a professional bartender, you are requested to serve the above guests orders within **2 hours and 30 minutes**

Resources

Tools	juice glass, wine bucket, white wine glass, corkscrew, napkin, pitchers, dust bin, stools, bill folder, cash detector, Tot measure, glass rimmer, bar knife. ice scooper,
Equipment	Ice maker machine, Fridge, bar counter, POS machine, Printer
Materials/ Consumables	Hennessey, white wine, apple juice, Lager beer, captain order, pen and papers, champagne, drinking water

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
Learning outcome 1: Prepare for service of beverages (20%)	Bar ambience is properly maintained as per organization operating procedures	Types of bar are identified			1
		Bar personnel attitudes and Grooming are maintained			1
		Bar layout (under bar, front bar, back bar, counter arrangement,) is appropriately maintained			1
		Background is maintained			1
	Tools and equipment are appropriately maintained as per safety standards	Bar tools and equipment are selected			2
		Bar tools and equipment are selected			2
	Drinks are appropriately identified in accordance with their categories	Non- alcoholic/ soft drinks are identified			2
		Alcoholic drinks are identified			2
	Bar stock and arrangement are appropriately maintained in accordance with the type of bar.	Bar stock level is accurately maintained			2
		Stock variations and discrepancies are accurately			2

		Bar arrangement techniques are correctly applied			2
		Stock rotation is regularly maintained			2
Learning outcome 2: Apply beverage service sequence (60%)	Guests are warmly welcomed as per service standards	Guest is properly greeted and welcomed			3
		Customer orientation is properly done			2
		Seating the guest is well done.			2
	Beverage orders are accurately taken as per Standard Operating procedures	Beverage list is appropriately Presented			2
		Guest orders taking systems are properly			2
	Specialized advices on matching food and beverages are appropriately provided as per Beverage list.	Presenting beverage list			3
		Guest orders taking systems			2
	Service techniques for beverages are correctly applied as per types of beverage	Guidelines for Wine and food pairing are correctly applied			3
		Recommendations are appropriately provided to customers			2
		Beverage label information are clearly interpreted			2
		Up-selling bar products are properly done.			2
		Carrying loaded tray is properly done			2
		Service techniques of soft drinks are appropriately applied			2

	Bar counter and crumbing is regularly cleared as per theirs techniques	Service techniques of beers and ciders are appropriately applied			5	
		Service techniques of wines are appropriately applied			3	
		Service techniques of spirits and liqueurs are appropriately applied			2	
		Service techniques of cocktails are appropriately applied			2	
	Billing and payment are accurately maintained as per organization operating procedure	Clearing Techniques are correctly applied			3	
		Crumbing down techniques are correctly applied			3	
	Guest feedback is correctly collected according to the feedback collection procedures	Preparation of Guest bill is well done			3	
		Bill presentation is properly done			3	
		Payments are collected and changes provided to the guest accordingly.			3	
		Types of feedback are properly identified			2	
		Methods of handling feedback is applied			2	
	1. Learning outcome 3: Carry out closing duties (20%)	Bar Inventory is accurately carried out according to the inventory procedures	Types of bar inventory is accurately carried out			2
			Inventory sheet is accurately Completed and filed			2
			Bar stock rotation if properly maintained			2
			Storing wines is well done			2
Storing Juices is well done					2	

	Storage of carryovers is appropriately performed as per types of beverages	Storing Garnishes is well done			2
	Report is appropriately submitted as per organization reporting system	Types of reports are properly identified			2
		Elements of reports are identified			2
		Report is accurately prepared			2
		Report is properly printed and submitted			2
Total marks					100
Percentage Weightage					100%
Minimum Passing line % (Aggregate): 70%					

References:

1. John cousins & Dennis Lillicrap, 2012 *Essential Food and Beverage Service* British Library cataloguing in publication data.
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3. Clyne, C.M. & Clyne, V. 2015. *Modern Buffet Presentation*. John Wiley & Sons. New Jersey
4. Lillicrap, D. & Cousins, J. 2010. *Food and Beverage Service for Levels 1 and 2*. London.: Hodder Arnold Publishing