



Republic of Rwanda  
Ministry of Education



RTB | RWANDA  
TVET BOARD

FBO301

## SERVING FOOD AND BEVERAGE

### Serve food and beverage

#### Competence

RQF Level: 3

Learning Hours



40

Credits: 4

Sector: Hospitality and tourism

Trade: Food and Beverage Operations

Module Type: Specific

Curriculum: HOTFBO3003-TVET Certificate 3 in Food and Beverage Operations

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Purpose statement	This module is intended for trainee at level 3 in TVET; certificate III, where trainee acquires skills, knowledge and attitudes to perform food and beverage service in hospitality industry. By the end of this modules trainees will be able to receive and welcome guest, take food and beverage orders, serve food and beverage, clear guest table, present the guest check with minimum supervision.					
Delivery modality	Training delivery		100%	Assessment		Total 100%
	Theoretical content		30%	Formative assessment	30%	50%
	Practical work:		70%		70%	
	• Group project and presentation	20%				
	• Individual project /Work	50%	Summative Assessment		50%	

## Elements of Competency and Performance Criteria

Elements of competence	Performance criteria
1. Receive and welcome guests	1.1 Guests are greeted and welcomed appropriately as per standards 1.2 Reservation status are correctly ascertained in accordance to procedures 1.3 Guest if properly seated at the table as per procedures
2. Take food and beverage orders	2.1 Order taking tools are properly selected referring to the standards 2.2 Table plan is correctly made according to the booking 2.3 Menu and beverage list are correctly presented and as per standards 2.4 Food and beverage orders are accurately taken and processed according to customer needs and standard procedures
3. Serve beverages	3.1 Beverages service tools and equipment are properly identified and selected as per their usage

	<p>3.2 Appropriate collection of beverages orders from the bar as per guest request</p> <p>3.3 Beverage service techniques are properly applied as per standards procedures</p>
4. Serve food	<p>4.1 Food service tools and equipment are properly identified and selected as per their usage</p> <p>4.2 Food is properly collected from kitchen as per guest requests</p> <p>4.3 Food service techniques are correctly applied as per procedures</p> <p>4.4 Special guest needs are correctly attended according to procedure</p>
5. Clear guest table and present the bill	<p>5.1 Table clearing tools are properly used as per procedure</p> <p>5.2 Billing process are correctly applied as per standards</p> <p>5.3 Guest feedback on meal are regularly solicited according to the standard procedures</p> <p>5.4 Crumbing down procedures are correctly applied as per standards</p>

## Course content

Learning outcomes	At the end of the module the learner will be able to: <ol style="list-style-type: none"> <li>1. Receive and welcome guests</li> <li>2. Take food and beverage orders</li> <li>3. Serve beverages</li> <li>4. Serve food</li> <li>5. Clear guest table and present the bill</li> </ol>
Learning outcome 1: Receive and welcome guests	Learning hours: 5
Indicative content	
<ul style="list-style-type: none"> <li>• Greeting and welcoming guests                             <ul style="list-style-type: none"> <li>✓ Tips for greeting guest</li> <li>✓ Tips of self-introduction</li> <li>✓ Guidelines for welcoming guests</li> </ul> </li> <li>• Ascertaining reservation status                             <ul style="list-style-type: none"> <li>✓ Definitions of reservation related terms</li> <li>✓ Mode of reservation</li> <li>✓ Confirming reservation details</li> <li>✓ Preparing reservation cards</li> </ul> </li> <li>• Seating the guest at the Table                             <ul style="list-style-type: none"> <li>✓ Procedure of Seating guest on the table</li> <li>✓ Responding guest needs</li> <li>✓ Settling guest on the table</li> </ul> </li> </ul>	
Resources required for the learning outcome	
Equipment	Tables, chairs, trolleys ,
Materials	Luggage rack, reservation forms, POS

Tools	- Didactic materials (flip chart, markers, audio Visual, books )
Facilitation techniques	<ul style="list-style-type: none"> <li>• Video watching,</li> <li>• Group discussion</li> <li>• Brainstorming,</li> <li>• Buzz group,</li> <li>• Think-pair-square-share</li> <li>• Four corners</li> <li>• Practical exercise</li> <li>• Role-play</li> </ul>
Formative assessment methods	<ul style="list-style-type: none"> <li>• Written assessment</li> <li>• Oral presentation</li> <li>• Performance assessment</li> <li>• Role play</li> </ul>

Learning outcome 2: Take food and beverage orders	Learning hours: 8
Indicative content	
<ul style="list-style-type: none"> <li>• Select order taking tools</li> <li>✓ Using big 5 tools to make a table plan</li> <li>✓ Order taking procedure <ul style="list-style-type: none"> <li>✚ Menu presentation</li> <li>✚ Order taking techniques</li> </ul> </li> <li>✓ Guidelines for order taking</li> <li>✓ Write the order on order pad</li> <li>• Make table plan <ul style="list-style-type: none"> <li>✓ Factors to consider when making table plan</li> <li>✓ Restaurant layout considerations</li> </ul> </li> <li>• Present menu and beverage list <ul style="list-style-type: none"> <li>✓ Describing menu:</li> <li>✓ Types of menu</li> <li>✓ Types of beverages</li> </ul> </li> </ul>	

<ul style="list-style-type: none"> <li>✚ Alcoholic beverages</li> <li>✚ Non-alcoholic beverages</li> <li>✓ Menu presentation techniques <ul style="list-style-type: none"> <li>✚ Applying upselling techniques</li> <li>✚ Interpreting menu</li> <li>✚ Maintaining sequences and sides</li> </ul> </li> </ul>	
Resources required for the indicative content	
Equipment	- POS Machine, computer, wine cellar, fridges, freezers, containers , shelves
Materials	Alcoholic beverages, Non-alcoholic beverages,
Tools	- Pens, note-book, lighter, bottle openers, Napkins, menu, micros, POS, Didactic materials (flip chart, markers, audio Visual, books)
Facilitation techniques	<ul style="list-style-type: none"> <li>• Video watching,</li> <li>• Group discussion</li> <li>• Brainstorming,</li> <li>• Buzz group,</li> <li>• Think-pair-square-share</li> <li>• Four corners</li> <li>• Practical exercise</li> <li>• Role-play</li> <li>• Research</li> </ul>
Formative assessment methods	<ul style="list-style-type: none"> <li>• Written assessment</li> <li>• Oral presentation</li> <li>• Performance assessment</li> <li>• Product based assessment</li> </ul>

Learning outcome 3: SERVE BEVERAGES	Learning hours: 12
Indicative content	
<ul style="list-style-type: none"> <li>• Identifying beverage service tools and equipment <ul style="list-style-type: none"> <li>✓ F&amp;B service sections</li> </ul> </li> </ul>	

- ✓ F&B service tools
- ✓ F&B service equipment
- ✓ Tools and equipment Selection factors
  
- Collecting t beverage order, tools and equipment
  - ✓ Checking the quality of beverage order
  - ✓ Applying basic F&B service technical skills
    - ✚ Holding and using a service spoon and fork
    - ✚ Carrying plates
    - ✚ Using a service salver (round tray)
    - ✚ Carrying glasses
    - ✚ Using service plate
    - ✚ Carrying and using large trays
  - ✓ Process of collecting beverage from bar
  
- Apply beverage service techniques for different beverages
  - ✓ Service of beers
  - ✓ Service of wines
    - ✚ Identifying wines glasses
    - ✚ Service procedure of red wines
    - ✚ Service procedure of white wines
    - ✚ Service procedure of sparkling wines
  - ✓ Service of spirits
    - ✚ Identifying glasses
    - ✚ Service procedure of spirits
  - ✓ Service of soft drinks
    - ✚ Identifying glasses
    - ✚ Service process

Resources required for the indicative content

Equipment	POS Machine, computer, wine cellar, fridges, freezers, containers, shelves, furniture, side board, guerdon trolley, machines, counters, tables and chairs
Materials	Alcoholic beverages (beers, wines , spirits , soft drinks , Non-alcoholic beverages.
Tools	Pens, note-book, lighter, bottle openers, napkins, menu, micros, POS, didactic materials (flip chart, markers, audio Visual, books) glove, flatware, cutlery, hollow-ware, machines.
Facilitation techniques	<ul style="list-style-type: none"> <li>• Group discussion</li> <li>• Brainstorming,</li> <li>• Buzz group,</li> <li>• Think-pair-square-share</li> <li>• Four corners</li> <li>• Practical exercise</li> <li>• Role-play</li> <li>• Field study</li> <li>• Research</li> </ul>
Formative assessment methods	<ul style="list-style-type: none"> <li>• Written assessment</li> <li>• Oral presentation</li> <li>• Performance assessment</li> <li>• Product based assessment</li> </ul>

Learning outcome 4: Serve food	Learning hours: 8
Indicative content	
<ul style="list-style-type: none"> <li>• Identifying food service tools and equipment <ul style="list-style-type: none"> <li>✓ Flatware sets</li> <li>✓ Cups and bowls</li> <li>✓ Hollow-ware</li> <li>✓ Tableware</li> <li>✓ Glass ware</li> </ul> </li> <li>✓ Food service equipment</li> <li>• Collecting food from kitchen <ul style="list-style-type: none"> <li>✓ Process of collecting orders from kitchen</li> <li>✓ Checking the quality of food order</li> <li>✓ Applying basic Food service technical skills</li> </ul> </li> </ul>	

- ✚ Holding and using a service spoon and fork
- ✚ Carrying plates
- ✚ Using a service salver (round tray)
- ✚ Using service plate
- ✚ Carrying and using large trays

- Applying food service techniques

- ✓ Types of food service

- ✚ Table service
    - ✚ Self service
    - ✚ Assisted service
    - ✚ Single point service
    - ✚ Specialised service or service in situ

- ✓ Service tools for different dishes

- ✚ Salads dishes
    - ✚ Soups
    - ✚ Sauces
    - ✚ Starches and vegetable dishes
    - ✚ Meats and poultry
    - ✚ Egg dishes

- ✓ Service procedure for different dishes

- ✚ Salads dishes
    - ✚ Soups
    - ✚ Sauces
    - ✚ Starches and vegetable dishes
    - ✚ Meats and poultry
    - ✚ Egg dishes

- Providing assistance and attend to special guest needs

- ✓ Categories of guests with special needs
  - ✓ Process of attending to special guest request
  - ✓ Possible special needs

Resources required for the indicative content

Equipment	POS Machine, computer, wine cellar, fridges, freezers, containers, shelves, furniture, side board, guerdon trolley, machines, counters, tables and chair
Materials	<ul style="list-style-type: none"> <li>• Didactic material (projector, flipchart, books, Audio visual kit, Internet</li> <li>• Alcoholic beverages (beers, wines, spirits, soft drinks, non-alcoholic beverages</li> <li>•</li> </ul>

Tools	<ul style="list-style-type: none"> <li>• Plates, saucer, serving flats, cutleries, spoons, folks, knives, tongs, pens, note-book, lighter, bottle openers, napkins, menu, micros, POS, glove, flatware, cutlery, hollow-ware, machines, trays.</li> </ul>
Facilitation techniques	<ul style="list-style-type: none"> <li>• Group discussion</li> <li>• Brainstorming,</li> <li>• Buzz group,</li> <li>• Think-pair-square-share</li> <li>• Four corners</li> <li>• Practical exercise</li> <li>• Role-play</li> <li>• Field study</li> <li>• Research</li> </ul>
Formative assessment methods	<ul style="list-style-type: none"> <li>• Written assessment</li> <li>• Oral presentation</li> <li>• Performance assessment</li> <li>• Product based assessment</li> </ul>

Indicative content

- Using table clearing tools
  - ✓ Identifying table clearing tools:
  - ✓ Using tools to clear table:
    - ✚ Handling clearing tools
    - ✚ Removal of soiled items from table
    - ✚ Removal of unconsumed food from table
  - ✓ Identify methods of clearing table professionally
    - ✚ Applying three plate technique
    - ✚ Applying two plate technique
    - ✚ Using service plate
- Presenting the bill
  - ✓ Types of bills and their preparation
  - ✓ Billing process
  - ✓ Methods of payment
  - ✓ Procedure for receiving cash payment
- Soliciting guest feedback on meal
  - ✓ Describing meal experience
  - ✓ Ways of collecting guest feedback
  - ✓ Procedure of dealing with guest complaints
- Applying crumbing down procedures
  - ✓ Identifying crumbing tools
  - ✓ Procedure of crumbing down

Resources required for the indicative content

Equipment	<ul style="list-style-type: none"> <li>• POS Machine, computer, wine cellar, fridges, freezers, containers, shelves, furniture, side board, guerdon trolley, tables and chairs.</li> </ul>
Materials	<ul style="list-style-type: none"> <li>• Didactic material (projector, flipchart, books, Audio visual kit, Internet</li> <li>• Beers, wines, spirits, soft drinks, non-alcoholic beverages, Food items, condiments.</li> </ul>
Tools	<ul style="list-style-type: none"> <li>• Service cloth, service plate, service trays, plates, saucer, flatware, cutleries, spoons, folks, knives, tongs, pens, note-book, lighter, bottle openers, napkins, menu, gloves, hollow-ware, trays.</li> </ul>
Facilitation techniques	<ul style="list-style-type: none"> <li>• Group discussion</li> <li>• Brainstorming</li> </ul>

	<ul style="list-style-type: none"> <li>• Buzz group</li> <li>• Think-pair-square-share</li> <li>• Four corners</li> <li>• Practical exercise</li> <li>• Role-play</li> <li>• Field study</li> </ul>
Formative assessment methods	<ul style="list-style-type: none"> <li>• Written assessment</li> <li>• Oral presentation</li> <li>• Performance assessment</li> <li>• Product based assessment</li> </ul>

### Integrated/Summative assessment (For specific module)

#### Integrated situation

A hotel is having a casual dining restaurant. The Hotel is hosting a group of 4 guests from RTB who will be having their lunch and drinks including wines, champagne, Fanta, and beers from 12:00am, knowing that; mise-place is already done before for each task. As waiter/ Waitress perform the service of food and drinks to this group within **70 minutes**.

Here are the instructions and information to respect:

Menu will be A la Carte. Report at workplace 30 minutes before service. Payment will be done after consumption for group. Report any Complain to your superior.

All necessary Tools and Equipment used to serve are available in the stewarding room

#### Tasks:

1. Present menu and make recommendation from ala carte menu **(10 minutes)**
2. Take beverage and food order and record on table plan **(10 minutes)**
3. Transfer information to captain order provided **(10 minutes)**
4. Serve beverage orders **(10 minutes)**
5. Serve food order using plate service **(10 minutes)**
6. Clear table and present the bill **(20 minutes)**

#### Resources

Tools	Crockery, cutlery, hollow-ware, flatware, cruet, table cloth, slip cloth, napkin, captain order, pen, corkscrew or opener, water cloth, match box, wine basket, wine cooler, wine glass, champagne glass, beer glass, bill holder,
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Equipment	Table, chair, sideboard, POS machine, wine cellar, fridges, freezers, containers, shelves, furniture, side board, guerdon trolley.
Materials/ Consumables	Beers, wines, champagne, Fanta , food items, condiments, seasonings.

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Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
<b>Learning outcome 1: Receive and welcome guests</b>  (10%)	1.1. Guests are greeted and welcomed appropriately as per standards	Ind.1 Eye contact is kept and smile is shown			2
		Ind.2 Self introduction is well done			1
		Ind.3 Guest is welcomed and assisted			1
	1.2. Reservation status are correctly ascertained in accordance to procedures	Ind.1 Reservation details are received and recorded			2
		Ind.2 reservation details are confirmed			1
	1.3 Guest if properly seated at the table as per procedures	Ind.1 Procedure of Seating guest on the table are followed			1
		Ind.2 guest needs are well responded			1
		Ind.3 Guests are well settled on the table.			1
	<b>Learning outcome 2: Take food and beverage orders</b>  (13%)	2.1. Order taking tools are properly selected referring to the standards	Ind.1 big five tools are used (pen, note book, lighter, opener, napkin)		
Ind.2 order taking procedures are followed					1
Ind.3 Guidelines for order taking are respected					2
2.2. Table plan is correctly made according to the booking		Ind.1 Factors to consider when making table plan are respected			1
		Ind.2 Restaurant layout considerations are consider			1

	2.3 Menu and beverage list are correctly presented and as per standards	Ind.1 Appropriate side is maintained			1	
		Ind.2 menu items are well interpreted			1	
		Ind.3 Up-selling techniques are properly			1	
		2.4 Food and beverage orders are accurately taken and processed according to customer needs and standard procedures	Ind.1 correct order taking tool is used			1
			Ind.2 appropriate order taking method is applied			1
			Ind.3 guest orders are confirmed and processed			1
<b>Learning outcome 3: Serve beverages (37%)</b>	3.1. Beverages service tools and equipment are properly identified and selected as per their usage	Ind.1 appropriate service tools are selected			2	
		Ind.2 appropriate service equipment are selected			2	
	3.2. Appropriate collection of beverages orders from the bar as per guest request	Ind.1 the quality of ordered beverage is checked			2	
		Ind.2 basic F&B service technical skills are applied( carrying glasses, carrying tray, carrying plates )			15	
	3.3 Beverage service techniques are properly applied as per standards procedures	Ind.1Service procedures of beers is well done ( side, opening, pouring, glass)			4	
		Ind.2 wines service procedures are followed			10	
		Ind.3 Service of soft drink is well done			5	
	<b>Learning outcome 4: Serve food 30%</b>	4.1 Food service tools and equipment are proper selected as per their usage	Ind.1 Correct crockeries are selected			2
			Ind.2Appropriate tableware and glass are selected			2
Ind.3 Food service equipment are properly selected					3	
4.2 Food is properly collected from kitchen as per guest requests		Ind.1 Right order is collected from kitchen			2	
		Ind.2 The quality of food is checked			2	
		Ind.3 Basic food service technical skills are applied			7	

	4.3 Food service techniques are correctly applied as per procedures	Ind.1 Correct service tools for different dishes are used			2	
		Ind.2 Service procedure for different dishes are followed			8	
	4.4 Special guest needs are correctly attended according to procedure	Ind.1.Special guest needs are identified			1	
		Ind.2 Special order is taken and processed			1	
		Ind.3 Special orders are served			1	
<b>Learning outcome 5: Clear guest table 10%</b>	5.1 Table clearing tools are properly used as per procedure	Ind.1 Right clearing tools are properly used			1	
		Ind.2 Correct methods of clearing table professionally			1	
	5.2 Billing process are correctly applied as per standards	Ind.1 Bill is accurately prepared and presented in bill holder			2	
		Ind.2 Payments are collected and changes provided to guest			2	
	5.3 Guest feedback on meal are regularly solicited according to the standard procedures	Ind.1 Guest comments forms are provided			1	
		Ind.2 online feedback are regularly checked			1	
	5.4 Crumbing down procedures are correctly applied as per standards	Ind.1 correct tools are used (Service plate, Service cloth)			1	
		Ind2.Crumbing down procedures are appropriately followed			1	
	<b>Total marks</b>					<b>100</b>
	<b>Percentage Weightage</b>					<b>100%</b>
<b>Minimum Passing line % (Aggregate): 70%</b>						

## References:

1. John cousins & Dennis Lillicrap, 2012 *Essential Food and Beverage Service* British Library cataloguing in publication data.

2. Brown, D.R. 2003. *The Restaurant Manager's Handbook: How to Set Up, Operate, and Manage a Financially Successful Food Service Operation, Volume 2*. Florida. Atlantic Publishing Company
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