



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

FBOOS501

FOOD AND BEVERAGE OPERATIONS SUPERVISION

Competence:

SUPERVISE FOOD AND BEVERAGE OPERATIONS

RQF Level: 5

Learning Hours



Credits: 4

Sector: Hospitality and Tourism

Trade: FOOD AND BEVERAGE OPERATIONS

Module Type: Specific

Curriculum: HOTFBO5001 TVET CERTIFICATE V IN FOOD AND BEVERAGE OPERATIONS

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|--|--|-------------|----------------------|-----|-------------------|-----|
| Purpose statement | This module describes the knowledge, skills, and attitudes required to perform food and beverage Supervision At the end of this module, the learners will be able to execute Kitchen and restaurant opening activities, Monitor kitchen and restaurant operations and execute Kitchen and restaurant closing activities | | | | | |
| Learning assumed to be in place | NA | | | | | |
| Delivery modality | Training delivery | 100% | Assessment | | Total 100% | |
| | Theoretical content | 30% | Formative assessment | 30% | 50% | |
| | Practical work: | 70% | | 70% | | |
| | • Group work and presentation | | | | | 30% |
| | • Individual work | | | | | 40% |
| | Summative Assessment | | 50% | | | |

Elements of Competency and Performance Criteria

| Elements of competence | Performance criteria |
|---|---|
| 1. Execute Kitchen and restaurant opening activities | 1.1 Personal grooming is correctly checked according to the kitchen and restaurant code of conduct |
| | 1.2 Food and Beverage workplace is well checked according to the hygiene and safety HACCP |
| | 1.3 Special information of the day is effectively provided according to the F&B briefing procedures |
| | 1.4 F&B daily stock requisition templates are accurately completed as per kitchen and restaurant ordering software |
| | 1.5 Requested food and beverages are well received based on food quality and quantity and stock management procedures |
| | 1.6 Requested food and beverages are appropriately stored in accordance with food and beverage storing conditions |
| 2. Monitor kitchen and res- | 2.1 Staffs tasks are properly distributed as per kitchen and restaurant out- |

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| restaurant operations | lets, and subordinates duty roster |
| | 2.2 Staff production process are well supervised according to the kitchen brigade coordination strategies and restaurant operation management strategies |
| | 2.3 Smooth flow of service is effectively monitored based on customer satisfaction criteria, service sequence and payment clearance process |
| | 2.4 High profile room service is adequately provided and room service tools and equipment |
| | 2.5 customer complaints are effectively handled as per customer complains management strategies |
| 3. Execute Kitchen and restaurant closing activities | 3.1 Post-operation cleaning of Kitchen and restaurant stations and equipment is properly performed as per cleaning procedures |
| | 3.2 Kitchen and restaurant stations are adequately rearranged according to post-operation Kitchen and restaurant layout |
| | 3.3 Kitchen and restaurant equipment are correctly switched off in accordance of type of machine standard and operating procedures |
| | 3.4 Daily closing report is properly elaborated basing on Kitchen and Restaurant reporting templates and items |
| | 3.5 Daily closing report is properly filed basing on Kitchen and filing system |

Knowledge, Skills, Attitudes

| Knowledge | Skills | Attitudes |
|--|---|---|
| <ul style="list-style-type: none"> ✓ Staff Management ✓ Customer service ✓ Understanding of food and beverage service techniques ✓ Inventory management ✓ Implementing strategies to manage F&B costs ✓ Health and safety compliance ✓ Implementing strategies to optimize profitability ✓ Establish and maintaining quality standards for food preparation ✓ Developing campaigns and attract customers ✓ Interdepartmental coordination ✓ Menu understanding ✓ Beverage Management ✓ Crisis Management ✓ Staff training and development ✓ Customer Service Excellence ✓ Supplier and Vendor Management ✓ Leadership and Team Management | <ul style="list-style-type: none"> ✓ Perform Technology integration ✓ Perform Customer satisfaction ✓ Perform Machine operation ✓ Apply leadership skills ✓ Apply organizational skills ✓ Apply communication skills ✓ Apply collaborative skills ✓ Apply task management skills ✓ Apply Problem solving skills ✓ Apply Attention to details ✓ Perform Team building ✓ Be Adaptability ✓ Make Conflict resolution ✓ Apply Time management skills ✓ Apply Decision making skills ✓ Apply Quality control skills ✓ Apply Financial Acumen ✓ Having Food and Beverage skills ✓ Make Training and Development ✓ Apply Regulatory Compliance | <ul style="list-style-type: none"> ✓ Being Honest ✓ Being Accountable ✓ Being Self-motivated ✓ Being Gender sensitive ✓ Being Customer care oriented ✓ Having Time management ✓ Being Creative ✓ Being Patient ✓ Being Responsible ✓ Being Innovative ✓ Being Flexible ✓ Being Goal oriented ✓ Being Self-confident ✓ Having Good common sense ✓ Being Task-oriented ✓ Being Customer focused ✓ Being Energetic ✓ Being Able to work independently ✓ Having Integrity ✓ Being Strong moral character ✓ Having Time management ✓ Being Open-minded ✓ Being Organized ✓ Having Positive work ethics ✓ Being Problem solver ✓ Being Goals oriented ✓ Being Teamwork and Collaboration |

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| | | <ul style="list-style-type: none"> ✓ Being Professional ✓ Having Strong Work Ethic ✓ Being Adaptability ✓ Having Personal hygiene/grooming ✓ Being Safety Consciousness |
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Course content

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| Learning outcomes | <p>At the end of the module the learner will be able to:</p> <ol style="list-style-type: none"> 1. Execute Kitchen and restaurant opening activities 2. Monitor kitchen and restaurant operations 3. Execute Kitchen and restaurant closing activities |
| Learning outcome 1:Execute Kitchen and restaurant opening activities | Learning hours: 10 |

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| Indicative content | |
| <ul style="list-style-type: none"> • Checking personal grooming <ul style="list-style-type: none"> ✓ Code of conduct ✚ The kitchen ✚ The restaurant • Checking Food and Beverage workplace <ul style="list-style-type: none"> ✓ Hygiene ✓ Safety HACCP • Providing special information <ul style="list-style-type: none"> ✓ Completing F&B daily stock requisition templates ✓ Provide stock information • Receiving food and beverage requested <ul style="list-style-type: none"> ✓ Quality ✓ Quantity | |

- **Perform stock management**
 - ✓ Stock management procedures
 - ✚ Labelling
 - ✚ First-In-First-Out (FIFO)
- **Store food and beverage requested**
 - ✓ Food and beverage storing conditions
 - ✚ Temperature Control
 - ✚ Storage Containers
 - ✚ Refrigerating
 - ✚ Freezing
 - ✚ Dry storage
 - ✚ Storage Beverages
 - ✚ Food Rotation and Inspection

Resources required for the learning outcome

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| Equipment | Computer ,Printer, projector counters , wine cellar ,side stations, shelves, water boiler, towel warmer ,wine cooler, cash detector, Refrigerator, Freezer, Oven, Cookers, station tables, Fryers, Water boilers, Grillers, Microwaves, Mixing bowls and Blender, Slice machine |
| Materials | Markers, Pen, Scotch tape, Paper, Take away box, Labels, Dish soap, Sponges, Paper napkins, Take away cups for beverages |
| Tools | 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, , bar mat, pepper grinder, |
| Facilitation techniques | <ul style="list-style-type: none"> ▪ Brainstorming ▪ Demonstration ▪ Practical exercise ▪ Trainer guided ▪ Group discussion |

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| Formative assessment methods /(CAT) | <ul style="list-style-type: none"> ▪ Written assessment ▪ Oral presentation ▪ Performance assessment |
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| Learning outcome 2: Monitor kitchen and restaurant operations | Learning hours: 15 |
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Indicative content

- **Tasks distribution and duty roaster**
 - ✓ Kitchen staffs
 - ✓ Restaurant staffs
- **Supervision of Staff production**
 - ✓ Products
 - ✓ Service
- **Monitoring kitchen brigade**
 - ✓ kitchen brigade coordination strategies
 -  Regular Pre-Shift Meetings
 -  Cross-Training Programs
 -  Cultivate Mutual Respect
 -  Celebrate Successes Together
- **Restaurant operations management**
 - ✓ Restaurant operations enhancement strategies
 -  Streamline operations and workflow
 -  Maintain consistency across outlets
 - ✓ Service sequence
 - ✓ Payment clearance process
- **Providing high profile room service**
 - ✓ Usage of room service tools and equipment
 - ✓ Receive guests order/guest call
 - ✓ Serve room service order

- ✓ Handling customer special request
- **Management of Customer complaints**
- ✓ Handling Customer complains strategies
- ✓ Customer satisfaction criteria

Resources required for the learning outcome

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| Equipment | Computer ,Printer, projector counters , wine cellar ,side stations, shelves, water boiler, towel warmer ,wine cooler, cash detector |
| Materials | Flip chat, markers, pen, scotch tape, paper |
| Tools | 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 , , bar mat, pep- per grinder. |
| Facilitation tech- niques | <ul style="list-style-type: none"> ▪ Brainstorming ▪ Demonstration ▪ Practical exercise ▪ Trainer guided ▪ group discussion |
| Formative as- sessment meth- ods /(CAT) | <ul style="list-style-type: none"> ▪ Written assessment ▪ Oral presentation ▪ Performance assessment |

Learning outcome 3: Execute Kitchen and restaurant closing activities

Learning hours: 15

Indicative content

- **Perform cleaning procedures**
 - ✓ Restaurant
 - ✓ Kitchen
- **Perform post-operation cleaning**
 - ✓ Kitchen
 - ✓ restaurant stations
 - ✓ equipment
- **Rearrange of stations**
 - ✓ Kitchen
 - ✓ restaurant stations
- **Application of Post-operation**
 - ✓ Kitchen layout
 - ✓ Restaurant layout
- **Switch off kitchen and restaurant equipment**
 - ✓ Type of machine
 - ✓ Operation procedures
- **Elaboration of report templates and items**
 - ✓ Kitchen
 - ✓ Restaurant
- **Elaboration of daily closing report**
 - ✓ Kitchen
 - ✓ Restaurant
- **Fill daily closing report**
 - ✓ Filing system

Resources required for the learning outcome

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|------------------|---|
| Equipment | Computer ,Printer, projector counters , wine cellar ,side stations, shelves, water boiler, towel warmer ,wine cooler, cash detector, |
| Materials | Flip chat, markers, pen, scotch tape, paper |
| Tools | 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, , bar mat, pepper grinder. |
| Facilitation techniques | <ul style="list-style-type: none"> ▪ Brainstorming ▪ Demonstration ▪ Practical exercise ▪ Trainer guided ▪ Group discussion |
| Formative assessment methods /(CAT) | <ul style="list-style-type: none"> ▪ Written assessment ▪ Oral presentation ▪ Performance assessment |

Integrated/Summative assessment

Integrated situation

HP Hotel located in KICUKIRO is going to host 500 guests in an annual youth forum during 3 days by serving 3 meals per day. The hosting guest number is very far superior than the optimum that the restaurant use to serve by normal daily basis; note that the normal clients will also be allowed to attend and be served as always, and the hotel doesn't have professional food and beverage supervisor to manage the smoothness of the services and maintains a high level of customer satisfaction. As a fresh graduate within 3 hours you are specifically appointed to plan and perform kitchen and restaurant operations by considering the following guidelines:

- a) Kitchen and restaurant opening activities
- b) Make a duty roaster
- c) Type of machine and standard operating procedures
- d) Monitor kitchen and restaurant operations
- e) Report and execute kitchen and restaurant closing activities
- f) Kitchen and restaurant filing system

Resources

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| Tools | Computer , wine cellar ,side stations, shelves, water boiler, towel warmer ,wine cooler, cash detector |
| Equipment | Flip chat, markers, pen, scotch tape, paper, Printer, projector counters |

| Materials/ Consumables | 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, , bar mat, pepper grinder. | | | | |
|---|---|--|--------------------|-----------|-------------------------|
| | | | | | |
| Assessable outcomes | Assessment criteria (Based on performance criteria) | Indicator | Observation | | Marks allocation |
| | | | Yes | No | |
| 1. Execute Kitchen and restaurant opening activities 40% | 1.1 Personal grooming is correctly checked according to the kitchen and restaurant code of conduct. | Nails hygiene is applied | | | 12 |
| | | Hands hygiene is maintained | | | |
| | | Work attire are used | | | |
| | | Shaves hygiene are maintained | | | |
| | 1.2 Food and Beverage workplace is well checked according to the hygiene and safety HACCP | Tools are arranged | | | 2 |
| | | Materials are arranged | | | 2 |
| | | Equipment are arranged | | | 3 |
| | 1.3 Special information of the day is effectively provided according to the F&B briefing procedures | Briefing is provided | | | 3 |
| | 1.4 F&B daily stock requisition templates are accurately completed ordering software | Stock requisition templates are filled | | | 3 |
| | 1.5 Requested food and beverages are well received based on quality and quantity and stock management procedures | Quality is checked | | | 3 |
| | | Quantity is checked | | | 3 |
| | | Stock management procedures are followed | | | 3 |
| | 1.6 Requested food and beverages are appropriately stored in accordance with food and beverage storing conditions | Food storage conditions are applied | | | 3 |
| | | Beverages storage condition are maintained | | | 3 |

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|---|---|---|--|---|---|
| 2. Monitor kitchen and restaurant operations 30% | 2.1 Staffs tasks are properly distributed as per kitchen and restaurant outlets, and subordinate's duty roaster | Restaurant duty roaster is filled | | | 3 |
| | | Kitchen duty roaster is filled | | | 3 |
| | 2.2 Staff production process are well supervised according to the outlet products and service | production process is supervised | | | 3 |
| | | Services offered are supervised | | | 3 |
| | 2.3 Smooth flow of service is effectively monitored based on customer satisfaction criteria, service sequence and payment clearance process | Service sequence is monitored | | | 3 |
| | | Payment clearance process is monitored | | | 3 |
| | 2.4 High profile room service is adequately provided and room service tools and equipment | Proper tools are used | | | 3 |
| | | Proper equipment are used | | | 3 |
| | 2.5 customer complaints are effectively handled as per customer complaints management strategies | Customer complaints are handled | | | 3 |
| | | Complaints managements strategies are pursued | | | 3 |
| 3. Execute Kitchen and restaurant closing activities 30% | 3.1 Post-operation cleaning of Kitchen and restaurant stations and equipment is properly performed as per cleaning procedures | Kitchen is cleaned | | | 3 |
| | | Restaurant is cleaned | | | 3 |
| | | Cleaning procedures are followed | | | 3 |
| | 3.2 Kitchen and restaurant stations are adequately rearranged according to post-operation Kitchen and restaurant layout | Kitchen stations are rearranged | | | 3 |
| | | Restaurant stations are rearranged | | | 2 |
| | | Kitchen layout is considered | | | 2 |
| | | Restaurant layout are considered | | | 2 |
| 3.3 Kitchen and restaurant equipment are correctly switched | Kitchen machines are well used | | | 2 | |

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| | off in accordance of type of machine standard and operating procedures | Restaurant machines are well used | | | 2 |
| | 3.4 Daily closing report is properly elaborated basing on Kitchen and Restaurant reporting templates and items | Kitchen reports are elaborated | | | 2 |
| | | Restaurant reports are elaborated | | | 2 |
| | 3.5 Daily closing report is properly filed basing on Kitchen and filing system | Classing report are elaborated | | | 2 |
| | | Filling system is used | | | 2 |
| Total marks | | | | | 100 |
| Percentage Weightage | | | | | 100% |
| Minimum Passing line % (Aggregate): | | | | | 70% |

References

1. Bernard Davis, Andrew Lockwood, Ioannis S. Pantelidis, Peter Alcott. (January 12, 2018). *Food and Beverage Management*. Routledge.
2. Knight, John B., and Lendel H. Kotschevar. *Quantity Food Production, Planning, and Management*, 3rd ed. New York: John Wiley & Sons, 2000.
3. 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
4. Lillicrap, D. & Cousins, J. 2010. *Food and Beverage Service for Levels 1 and 2*. London.: Hodder Arnold Publishing
5. Douglas Robert Brown, October 4, 2019. [The Restaurant Manager's Handbook: How to Set Up, Operate, and Manage a Financially Successful Food Service Operation](#)