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072106T4FBS

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT LEVEL 6

HOS/OS/FB/CR/01/6/A

Manage Food and Beverage Guest Experience

Nov/Dec 2024

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

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PRACTICAL ASSESSMENT

INSTRUCTIONS TO ASSESSOR

1. Assess the candidate as the practical progresses observing the critical areas
2. You are required to mark the practical as the candidate perform the tasks
3. You are required to take video clips at critical points
4. Ensure the candidate has a name tag and registration code at the back and front

OBSERVATION CHECKLIST

Candidate's Name & Registration Code			
Assessors Name & Registration Code			
Venue of Assessment			
Date of Assessment			
Items to be Evaluated: *Please award marks as appropriate. Give a brief comment on your observation.*	**Marks Available**	**Marks Obtained**	**Comments**
Personal Hygiene			
• Clean well pressed uniform • No make ups • Short clean nails and no vanish • Neat hair (long hair tied to the back, short hair well kempt) • Closed, clean, low-heeled leather shoes *(Award 1 mark for each hygiene standard observed)*	**5**		
Sub-Total	**5**		
TASK 1: WELCOME & GUIDE GUEST TO THE TABLE AND HAND THEM OVER TO THE WAITER/WAITRESS IN CHARGE			
Procedure of welcoming guest • Showed a friendly and welcoming demeanor; eye contact, clear communication • Greeted the guest depending on the time of the time of day • Introduced themselves to the guest • Confirmed if reservation had been made and number in the party • Escorted the guest to the table	**2** **2** **1** **2** **2**		

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• Walked in their pace and helped the guest with their coat or bag	**2**		
• Pulled the chair and sat the guest	**2**		
• Introduced the guest to the server who will be serving him/her	**2**		
• Showed audibility and confidence	**1**		
• Maintained correct standing posture at all times	**1**		
• Asked relevant questions	**2**		
(Award marks as indicated for each observation)			
Sub-Total	**19**		
TASK 2: ADRESS GUEST COMPLAINT			
<u>Procedure for addressing guest complains</u>			
• Listened attentively and calmly without interrupting the guest	**2**		
• Apologized to the guest in a polite and sincere manner	**2**		
• Noted down all the details the customer brought up	**2**		
• Offered the guest a remedy immediately (moved the guest to a clean window table if available)	**3**		
• Checked on the guest continuously to ensure they were comfortable	**2**		
• Followed up to confirm if the complain was resolved to the guest's satisfaction	**2**		
	2		

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• Thanked the guest and wished them the time of day. *(Award marks as indicated for each observation)*			
Sub-Total	**15**		
PRODUCT CHECKLIST	**Marks Available**	**Marks Obtained**	**Comments**
Details on the Complains register • Name of the establishment • Title of the document • Guest information • Nature of the complain • Location of the complain (specific area within the establishment) • Remedy/ solution offered • Name of staff involved and any witnesses *(Award marks as indicated for each observation)*	**1** **1** **1** **2** **1** **2** **1**		
Sub-Total	**9**		
TASK 3: SERVE THE GUEST A COMPENSATION JUICE OF THEIR CHOICE AS A WAY TO REMEDY THE BAD EXPERIENCE			
Procedure for service of the juice • Approached the guest and informed them about the compensation juice • Took their order • On a lined salver assembled; a tumbler, drinking straw, side plate and doily • Approached the guest from the right and placed the juice centrally on a side plate lined with doily/serviette • Welcomed the guest *(Award marks as indicated for each observation)*	**2** **1** **2** **2** **1**		

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Sub-Total	**8**		
TASK 4: PROVIDE TAILORED RECOMMENDATIONS BASED ON GUEST'S INTERSTS AND PREFERENCES			
Made recommendations • Asked the guest relevant questions about their interests and hobbies • Recommended local attractions tailored to guest's interests • Portrayed knowledge on local attractions • Displayed good communication skills • Showed enthusiasm about the recommendations • Wished the customer well *(Award marks as indicated for each observation)*	**2** **2** **2** **2** **2** **1**		
Sub-Total	**11**		
TASK 5: FOLLOW UP WITH THE GUEST TO THANK HIM/HER FOR THE FEEDBACK AND INQUIRE ABOUT THEIR OVERALL EXPERIENCE			
Procedure for phone follow up • Set the desk well; (clothed, telephone, writing materials) • Made the phone call and introduced themselves and the name of the establishment • Wished the customer the time of day • Explained the reason for the call and referenced the guest's exact feedback • Expressed sincere appreciation for the positive feedback • Offered additional services or information • Thanked the guest *(Award marks as indicated for each observation)*	**2** **2** **1** **2** **2** **2** **1**		
Sub-Total	**12**		

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Hygiene and safety			
Hygiene and safety checklist • Maintained a clean working area throughout • Practiced safety while handling equipment • Observed hygiene rules while serving juice *(Award 2 marks for each hygiene and safety rule observed)*	**2** **2** **2**		
Sub-Total	**6**		
GRAND TOTAL	**85**		
TOTAL TOTAL ($\frac{X}{85} \times 100$)	**100%**		

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ASSESSMENT OUTCOME

The candidate was found to be:

Competent ☐ Not yet Competent ☐

(Please tick as appropriate)

(The candidate is competent if the candidate obtains at least 50%)

Feedback from the Candidate:

Feedback to the Candidate:

Candidate Signature **Date:**

_____ _____

Assessor's Signature	Date
_____	_____

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