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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

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE:

1. You are required to perform the following tasks
   i. TASK I: You are a guest relations manager at a luxury hotel. A guest arrives seeking to have lunch. Welcome the guest, guide him to the table and hand him/her over to the waiter/waitress in charge.
   ii. TASK II: The guest received above has an issue with the table location and the fact that the table cloth is dirty. Address the guest complaint.
   iii. TASK III: Serve the guest a compensation juice of his/her choice as a way to remedy the bad experience.
   iv. TASK IV: The guest asks for recommendations for local attractions; Provide tailored recommendations based on the guest's interests and preferences.
   v. TASK V: The guest has checked out and left positive feedback. Follow up with the guest to thank him/her for the feedback and inquire about the overall experience.

2. You have been provided with the following resources for the practical tasks:

- Tableware
- Table linen
- Furniture
- Telephone
- Manilla papers
- Plain papers
- Foolscaps
- Permanent markers
- Fruit juice

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