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072106T4FBS

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT LEVEL 6

HOS/OS/FB/CR/01/6

Manage Food and Beverage Guest Experience

July/ August 2025

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**
TASK 1: CREATE AND FILL A FEEDBACK FORM **PRODUCT CHECKLIST** • Name of the establishment • A brief description about the form • Date • Name of the server • Variables (should be at least four) • Rating scale of variables • Suggestions on what to be done • Any additional comments *Award 2 marks for each correct observation*	**Marks Available** **1** **3** **1** **1** **4** **2** **3** **2**	**Marks Obtained**	**Comments**
Sub-total	**17**		
TASK 2. CREATE A THANK YOU NOTE			
PRODUCT CHECKLIST • Name of the recipient • Salutation • A paragraph expressing gratitude	 **1** **1** **3**		

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• Closing remarks • Signature of the writer	**1** **1**		
Sub total	**7**		
TASK3.ROLE PLAYING ON; **<u>a) Welcoming and seating guests</u>** • Greet the guest immediately with a smile. Say, "good morning/good evening, Mr./Mrs. Kimani", or sir/madam, if name is not known. • Ascertain if a reservation has been made and the number in the party. If reservation has been made, proceed to next step, if not ask them their name and their prefences so that you can place them on a table. • Escort the guests to the table and draw out chairs - seat ladies first. • Move the chairs forward as guests seat themselves. • Take coats, etc. From guests, if appropriate. • Introduce yourself as the waiter/waitress who will be looking after them for the meal. Or alternatively, if you are the hostess, introduce the server by name. **<u>b) Menu presentation</u>** Presented the menu from the right following these steps:	**3** **5** **3** **2** **2** **1**		

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• Here's your menu sir / Mr. John	1		
• Today we have a special set menu / chef's special.	1		
• May I recommends the chef's special?	2		
• We also have a delicious buffet for you today.	1		
• This is our special (breakfast / afternoon tea) menu	1		
• I'll come back in a few minutes to take your order	2		
• Menus cards should be free of dirt, stains and worn edges.	2		
• Table settings should be adjusted to the number of guests at the table	2		
c) Feedback collection			
• Presented the form from the right side	1		
• Gave a pen	1		
• Solicited for feedback by explaining the importance of the form	2		
• Allowed the guest to fill the form	1		
• Collected the form	2		
• Thanked the guests for their valuable feedback	2		
d) Giving a thank you note			
Presented a thank you note from the right			
Thanked the guests for their time and for their coming			
Sub- total	**36**		

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GRAND TOTAL	**60**		
Total = *X** 100 / 80	**100%**		
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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