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072106T4FBS

FOOD AND BEVERAGE SALES AND SERVICE 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

Time: 4 Hours

INSTRUCTIONS TO CANDIDATE:

You are required to perform the practical tasks in the following scenarios

Zuri restaurant is expecting six guests for testing of their new menu. The guests include 2 children, 2 middle aged adults and 2 elderly persons.

PRACTICAL TASKS

1. You are required to perform the following tasks;

    a) **Task 1:** Create and fill a feedback form that will be used to rate the new menu
    b) **Task 2**: Create a thank you note for attending your occasion
    c) **Task 3**: Role-play the following procedures;
        i. Welcome and seat guests
        ii. Present a menu
        iii. Collecting feedback on the new menu offerings using the feedback form created in task one above
        iv. Give each guest a thank you note

2. You are provided with the following resources to carry out the tasks;
    - Manilla papers
    - Plain papers
    - Marker pens
    - Pens

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