



NGONG TECHNICAL AND VOCATIONAL COLLEGE
P. O. BOX 1170-00208, NGONG HILLS

TEL: +254781012977

Email: ngongtvc@gmail.com OR info@ngongtvc.ac.ke

Website: ngongtvc.ac.ke



INDUSTRIAL ATTACHMENT

MENTORING TOOL

FOOD AND BEVERAGE SALES AND SERVICE

LEVEL 5

TRAINEE'S NAME:

ADMISSION NUMBER:

COURSE:

LEVEL:

INSITUTION NAME:

ADRESS:

ATTACHMENT PERIOD FROM:TO:



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

MENTORING TOOL

FOR

FOOD AND BEVERAGE SALES AND SERVICE

LEVEL 5

FOREWORD

This mentoring tool has been developed by TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) in partnership with trainers and industry experts Food and Beverage Sales and Service

Mentoring relationships have demonstrated to be an excellent way of enhancing professional growth. Both the mentor and the mentee give and grow in the mentoring process. The mentee can learn valuable knowledge from the mentor's expertise and past mistakes and competencies can be strengthened in specific areas. Mentees will have the opportunity to establish valuable connections with higher level employees. The success of mentoring will depend on clearly defined roles and expectations in addition to the mentee's awareness of the benefits of participating in the mentoring program.

This mentoring tool is an assessment tool used to assess whether a mentee meets the National Occupational Standards Food and Beverage Sales and Service Level 5

Whilst there is no agreement or finite evidence as to how many times this supervised exercise should occur, both the mentor and the mentee should feel confident that the mentee has the necessary knowledge, skills and attitudes (worker behaviors) to work as a Food and Beverage Sales and Service Manager.

The Mentoring will facilitate the experienced mentors in the world of work to share knowledge and experiences with mentees working under them towards a mutually beneficial professional development relationship. Mentors will be helpful in building competencies of mentees in areas of practice.

PROF. KISILU KITAINGE
CEO/ COUNCIL SECRETARY

TRAINEE (MENTEE) DETAILS

Name of Trainee (Mentee)	
Institution's Registration Code of Trainee (Mentee)	
TVET CDACC Registration Code of Trainee (Mentee)	
Trainee's/mentee's Institution Details	Name:
	Physical & postal address:
	Phone and email address:
Date of Commencement of Mentoring Period (dd/mm/yyyy)	
Date of Completion of Mentoring Period (dd/mm/yyyy)	
Organization	Name:
	Physical & postal address:
	Phone and email address:

INFORMATION FOR USERS

Role of a Mentor

A **mentor** is someone who provides support and advice that empowers the mentee to achieve skills, knowledge and attitudes (worker behaviors).

This may be a supervisor, manager or a worker who is an expert in a particular field.

The role of the mentor includes:

- Assisting mentee understand the organisation's requirements.
- Assigning mentee tasks.
- Observing mentee performance and record areas where the mentee needs improvement.
- Assisting the mentee to come up with action plan for areas where he/she needs improvement.

Role of Mentee

A **mentee** is a trainee who is on work placement (attachment) or is on-job training in an organization.

The role of the mentee includes:

- Completing the assessment tasks assigned by the mentor and filling out the self-assessment section.
- Keeping the company's information confidential.
- Being aware that he/she may be working with people from different backgrounds and cultures, so there is a need to respect those differences.
- Asking for feedback and giving feedback when required.
- Upholding the organization's standards of work ethics.

Role of Industrial Liaison Officer

The Industrial Liaison Officer (ILO) is the officer in the training institution assigned the responsibility of coordinating activities of industry training based on TVET CDACC and institutions guidelines for industry training. The role of ILO include;

- Sensitizing trainees on their responsibilities during industry training
- Sensitizing mentors on their roles during industry training for trainees
- Coordinate industry training
- Receiving mentoring tools from trainees
- Ensuring mentorship tools are included in each candidate portfolio of evidence
- Upload candidate final mark to TVET CDACC portal

How to use the mentoring tool

- Where a skill, knowledge or attitude is not applicable in a particular workplace, the mentee should indicate not applicable (NA).
- The mentor should ask the mentee oral questions to gauge the knowledge of the mentee.
- The mentee should fill the self-assessment section upon self-evaluation.
- The mentor should fill the mentor review record upon observing and evaluating the mentee.
- Action plan should be filled by the mentee after agreeing with the mentor for any item assessed as needs to improve (NI).

Mentoring Period

The attachment period should be at least three months. Mentee should spend at least two thirds of the attachment period in managing food and beverage guest experience, supervising room service, performing food and beverage operations, managing bar operations, managing banquets and events operations, managing specialty outlets and performing food and beverage administrative duties. Time spent in each section/department should be documented using form in Appendix A.

Number of Assessments

Three assessments are to be conducted using the mentoring tool: one within the first month of the attachment where the mentor assesses the mentee to assess their initial level of competence; another assessment will be conducted within the second month of the attachment period to gauge the progress of the mentee and the third one will be conducted within the third month of the attachment. However, the assessment outcome is based on the third /final assessment.

Submission of Mentoring Reports

The mentor is required to submit the final report mentoring report (in hard or soft copy) to the Industrial Liaison Officer of the respective institution. The Industrial Liaison Officer is required to submit to TVET CDACC offices the final mentor's summary report (Appendix B). The filled mentoring tools for each trainee are to be kept in the institution and made available to TVET CDACC on request.

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1. MANAGE FOOD AND BEVERAGE GUEST EXPERIENCE

Mentor and mentee: Please fill information for each of the three sections in the respective columns. Initials should be used as given in the header below.

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	KNOWLEDGE The mentee demonstrates knowledge of:		Self-assessment	Mentor review		
1.	Work place policies and Standard Operating Procedures					
2.	Guest relations (communication skills)					
3.	Menu knowledge(Dietary preferences/needs and special requests)					
4.	Options to enhance guest experience					
5.	Handling complaints					
6.	Compensation of guest experience (Replacement service, Complimentary meal/beverage, Refund					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
7.	Food & beverage sales and service operations					
8.	Hygiene and safety act					
	SKILLS The mentee:					
9.	Welcomes guests courteously as per workplace policy.					
10.	Guides guests to their desired location as per the workplace policy.					
11.	Promotes organisation's products and services based on workplace procedures.					
12.	Collects and compiles guest information as per workplace policy.					
13.	Obtains Guest dietary preferences/needs and special requests as per workplace policy.					
14.	Shares guest information with relevant departments on time and as per workplace policy.					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
15.	Receives guest complain as per the work place procedures and SOPs.					
16.	Demonstrates calmness and professionalism when handling the guest complains, note down, offer solution and follow up on guest complain as per the SOPs.					
17.	Obtains, analyzes and shares feedback from the guests as per workplace policy					
18.	Conducts compensation of guest experience as instructed by the management.					
19.	Assesses satisfaction of the guest based on guest feedback and/or future experience with the guest.					

Note:

To be declared competent, the mentee must get:

1. 10 of the 19 (50%) items of evaluation correct and
2. Items 9,10,11,13,16,and 17 Correct.

Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(the candidate is competent if she /he gets 50% of items correct)</i> <i>If not yet competent, please specify in the remarks column which areas the mentee need to improve on</i>	

2. SUPERVISE ROOM SERVICE

Mentor and mentee: Please fill information for each of the three sections in the respective columns. Initials should be used as given in the header below.

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	KNOWLEDGE The mentee demonstrates knowledge of:		Self-assessment	Mentor review		
1.	Room service procedures					
2.	Food and beverages sales service operations					
3.	Room service operating equipment and service ware					
4.	Room service menus					
5.	Basic culinary techniques					
6.	Guest relations					
7.	Hygiene and Safety					
8.	catering law (Health and safety Act, Liquor licensing)					
9.	Property management					
	SKILLS The mentee:					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
10.	Participates in sensitization of room service staff on room service procedures as per SOPs.					
11.	Sets room service station fixture, furniture and equipment/ service ware in accordance to workplace policy and number of guests/size of organization.					
12.	Confirms menus as per management objectives and guest needs/ Offers daily specials/ Avails room service menus as per SOPs /					
13.	Takes room service orders as per the customer's needs					
14.	Sets up room service tray in accordance with room service SOPs.					
15.	Delivers food and beverages to the room according to workplace policy and SOPs					
16.	Handles guest complaints/ compliments as per workplace policy.					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
17.	Operates point of sale system in accordance with room service SOPs.					
18.	Receives and processes payment as per organizational policy.					
19.	Checks closing stocks against established room service pantry par levels.					
20.	Handles Safety and security issues as per workplace policy and legal requirements.					
21.	Confirms compliance to policy and regulations as legal requirements.					

Note: To be declared competent, the mentee must get:

1. 11 of the 21 (50%) items of evaluation correct.
2. Items 11,13,14,15,16,17, and 19 correct.

Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(the candidate is competent if she /he gets 50% of items correct)</i> <i>If not yet competent, please specify in the remarks column which areas the mentee need to improve on</i>	

3. PERFORM FOOD AND BEVERAGE OPERATIONS

Mentor and mentee: Please fill information for each of the three sections in the respective columns. Initials should be used as given in the header below.

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	KNOWLEDGE The mentee demonstrates knowledge of:		Self-assessment	Mentor review		
1.	Food and beverages operations					
2.	Food and beverage outlet operating equipment and service ware					
3.	Food and beverage outlet furniture and layouts					
4.	Point of sale system, Billing, Methods of payment .					
5.	Menu knowledge					
6.	Hygiene and Safety					
7.	Customer care (communication skills)					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
8.	Work place policies and SOPs					
	SKILLS The mentee:					
9.	Opens food and beverage outlet in accordance to outlets work policy.					
10.	Prepares food and beverage outlet operating equipment and service ware for use as per the menu and daily specials.					
11.	Prepares service stations and sets outlet furniture in accordance with outlet design, policies and standard operating procedures.					
12.	Arranges and stocks side boards as per the menu and daily specials.					
13.	Takes orders and serves food and beverages to the customer and offers daily specials in accordance with the SOPs.					
14.	Receives and processes Payment as per organizational policy and SOPs					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
15.	Handles guest complaints/compliments as per workplace policy and applicable laws.					
16.	Operates Point of sale system in accordance with Food and beverages outlet SOPs.					
17.	Checks closing stocks against established par levels.					
18.	Handles safety and security issues as per workplace policy and legal requirements.					

Note:

To be declared competent, the mentee must get:

1. 9 of the 18 (50%) items of evaluation correct and
2. Items 10,12,13,14,15, and 16 correct.

Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(The candidate is competent if she /he gets 75% of items correct)</i> <i>If not yet competent, please specify in the remarks column which areas the mentee need to improve on</i>	

4. MANAGE BAR OPERATIONS

Mentor and mentee: Please fill information for each of the three sections in the respective columns. Initials should be used as given in the header below.

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	KNOWLEDGE The mentee demonstrates knowledge of:		Self-assessment	Mentor review		
1.	Bar operating equipment and service ware					
2.	Bar operations (Cocktail/mocktail preparation, service of alcoholic and non alcoholic beverages.					
3.	Bar stock control					
4.	Daily bar reports					
5.	catering law (Liquor licensing laws, Hygiene and Safety Act)					
6.	Customer care (communication skills)					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	SKILLS The mentee:					
7.	Opens and Cleans bar in accordance with workplace policy and legal requirements.					
8.	Prepares bar operating furniture, equipment and service ware for use as per the menu and daily specials.					
9.	Carries out Mis en place as per outlet policy					
10.	Take orders and prepares Drinks as per the recipes and customer preferences.					
11.	Serves bar drinks to the customer as per set recipes and offers daily specials in accordance with the SOPs.					
12.	Handles guest complaints/compliments as per workplace policy and applicable laws.					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
13.	Prepares Bar sales summary as per organizational policy.					
14.	Checks closing stocks against established par levels.					
15.	Handles safety and security issues as per workplace policy and legal requirements.					
16.	Implements Bar control measures as per the work place policy and SOPs.					

Note:

To be declared competent, the mentee must get:

1. 8 of the 16 (50%) items of evaluation correct and
2. Items 8,9,10,11,12, and 13 correct.

Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(the candidate is competent if she /he gets 50 % of items correct)</i> <i>If not yet competent, please specify in the remarks column which areas the mentee need to improve on</i>	

5. MANAGE BANQUETS AND EVENTS OPERATIONS

Mentor and mentee: Please fill information for each of the three sections in the respective columns. Initials should be used as given in the header below.

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	KNOWLEDGE The mentee demonstrates knowledge of:		Self-assessment	Mentor review		
1.	Banquets and events reservations					
2.	Banquets and events communication tools					
3.	Food and beverages sales & service operations					
4.	Customer care (communication skills)					
5.	Hygiene and Safety					
6.	Point of sale system, billing, receiving payments					
	SKILLS					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	The mentee:					
7.	Takes and records banquets and events reservations as per workplace policy					
8.	Follows banquets and events standard operating procedures in accordance with workplace policy.					
9.	Gathers banquets and events communication tools as per workplace policy.					
10.	Set banquets and events Furniture, Fixtures & Equipment, service ware and Service stations in accordance with workplace policy and standard operating procedures.					
11.	Welcomes guest and Serves meals and drinks and clears all dirties sequentially according to SOPs					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
12.	Handles guest complaints/ compliments as per workplace policy.					
13.	Receives and processes Payment according to work place policy Operates point of sale system /					
14.	Checks opening and closing stocks against established par levels.					
15.	Handles safety and security issues as per workplace policy and legal requirements.					

Note:

To be declared competent, the mentee must get:

1. 8 of the 15(50%) items of evaluation correct and
2. Items 10,11,12,13 and 14 correct.

Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(the candidate is competent if she /he gets 50% of items correct)</i> <i>If not yet competent, please specify in the remarks column which areas the mentee need to improve on</i>	

6. MANAGE SPECIALITY OUTLETS

Mentor and mentee: Please fill information for each of the three sections in the respective columns. Initials should be used as given in the header below.

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	KNOWLEDGE The mentee demonstrates knowledge of:		Self-assessment	Mentor review		
1.	Specialty outlet activities					
2.	Food and beverages sales & service operations					
3.	Special cuisine					
4.	Specialty/ethnic culture					
5.	Basic culinary techniques					
6.	Point of sales system, billing, receiving payment					
7.	Hygiene and Safety					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	SKILLS The mentee:					
8.	Avails speciality outlet menu as per outlet concept.					
9.	Sets up and prepares Speciality outlet Furniture, Fixtures and Equipment as per outlet concept.					
10.	Assigns daily tasks as per outlet operational needs and per job description.					
11.	Follows speciality outlet service SOPs to open speciality outlet in accordance with workplace policy as per outlet concept.					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
12.	Prepares service stations and prearranges side boards as per the menu and daily specials in accordance with outlet policies and standard operating procedures.					
13.	Does outlet set-up in accordance with outlet concept.					
14.	Offers daily specials, takes orders and serves food and beverages according to customers' needs and outlet policy					
15.	Handles guest complaints/ compliments as per workplace policy.					
16.	Does billing, receives and processes payment, and operates Point of Sale system in accordance with outlet SOPs.					

S/N.	Items for evaluation (knowledge and skills)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
17.	Checks opening and closing stocks against established par levels					
18.	Handles safety and security issues as per workplace policy and legal requirements.					

Note:

To be declared competent, the mentee must get:

1. 9 of the 18 (50%) items of evaluation correct and
2. Items 9,12,13,14,15 and 16 correct

Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(the candidate is competent if she /he gets 50% of items correct)</i> <i>If not yet competent, please specify in the remarks column which areas the mentee need to improve on</i>	

7. PERFORM FOOD AND BEVERAGE ADMINISTRATIVE DUTIES

Mentor and mentee: Please fill information for each of the three sections in the respective columns. Initials should be used as given in the header below.

S/N.	Items for evaluation (knowledge, skills and attitudes)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	KNOWLEDGE The mentee demonstrates knowledge of:		Self-assessment	Mentor review		
1.	Labour relations and Labour laws					
2.	Basic human resource management					
3.	Food and beverages sales and service operations					
4.	Basic sales and marketing					
5.	Management principles and practices					
6.	Organization structure					
7.	Emerging issues					
	SKILLS The mentee:					

S/N.	Items for evaluation (knowledge, skills and attitudes)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
8.	Performs tasks as per goals and objectives of the department and organization structure.					
9.	Participates in interdepartmental activities as per workplace policy.					
10.	Receives, handles escalated guest complaints as per workplace policy					
11.	Handles fire, life and safety issues as per workplace crisis policy and best practices.					
12.	Participates in giving corrective measures taken to fill up performance gaps.					

Note:

To be declared competent, the mentee must get:

1. 6 of the 12 (50%) items of evaluation correct

2. Item 8,9,10,11, and 12 correct

Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(the candidate is competent if she /he gets 50% of items correct)</i> <i>If not yet competent, please specify in the remarks column which areas the mentee need to improve on</i>	

8. WORKER BEHAVIOUR

Mentor and mentee: Please fill information for these sections in the respective columns. Initials should be used as given in the header below. The mentee is supposed to demonstrate the following worker behaviour.

S/N.	Items for evaluation (attitudes)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
	The mentee is:		Self-assessment	Mentor review		
1.	An effective communicator					
2.	A team player/Impartial					
3.	Tolerant					
4.	Trustworthy					
5.	Respectful					
6.	Emotionally intelligent					
7.	A Problem solver					
8.	Open minded/open to correction and positive criticism					
9.	Self-aware					
10.	Creative and innovative					
11.	Diligent/ thorough					

S/N.	Items for evaluation (attitudes)	Not applicable (NA) To current area of practice	Self-assessment record: Need to improve (NI) Or met (date)	Mentor review record: Need to improve (NI) Or met (initials & date)	Record action plan for any item assessed as needs to improve (as agreed with mentor)	Evidence e.g., marked scripts (written and/oral), observation checklist, products, photos and videos of products and processes etc.
12.	Environmentally conscious					
13.	Time conscious					
14.	Presentable (grooming)					
15.	Resilient and self-driven					
16.	Discipline and observing organisation code of conduct					
17.	Growth oriented					

NOTE: Note: (instructions for evaluation)

To be declared competent, the mentee must get

1. 75% items of evaluation correct

Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(the candidate is competent if she /he gets 75% of items correct)</i> <i>If not yet competent, please specify in the remarks column which areas the mentee need to improve on</i>	

APPENDIX A: SUMMARY OF TOTAL PERIOD OF MENTORSHIP (TO BE FILLED BY MENTEE)

S/N	Section/Department/ Worksite/workstation/workshop/ workplace	Period (Weeks/days)	Mentor's Name
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

APPENDIX B: MENTOR SUMMARY REPORT (TO BE FILLED BY OVERALL SUPERVISOR)

NAME OF TRAINEE: REGISTRATION NUMBER OF TRAINEE: NAME OF TRAINEE'S INSTITUTION: NAME OF MENTOR: DESIGNATION: MENTORING ORGANIZATION: DATE : SIGNATURE AND STAMP:	
Evaluation	Remarks
Please tick as appropriate The mentee was found to be: Competent ☐ Not Yet Competent ☐ <i>(The candidate is competent if s/he gets 50% of the items correct)</i> <i>(If not yet competent, please specify in the remarks column which areas the mentee need to improve on)</i>	

<i>Feedback from mentor (Supervisor):</i>	
<i>Mentor's signature:</i>	<i>Date</i>
<i>Feedback from mentee (trainee):</i>	
<i>Mentee's signature:</i>	<i>Date</i>

APPENDIX C: ADDITIONAL SKILLS ACQUIRED DURING THE MENTORING PERIOD (TO BE FILLED BY MENTEE)

S/N	Additional skill acquired	Description of the task	What new things have you learned from this task
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			

APPENDIX D: INDUSTRIAL LIAISON OFFICER FORM (TO BE FILLED BY ILO)

NAME OF INSTITUTION:

NAME OF ILO OFFICER:

DATE :

REMARKS

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SIGNATURE AND STAMP: