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INDUSTRIAL ATTACHMENT

MENTORING TOOL

FOOD AND BEVERAGE SALES AND SERVICE MANAGEMENT

LEVEL 6

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 MANAGEMENT

LEVEL 6

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 6

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 to Manage food and beverage guest experience, Manage food and beverage operations, Manage bar operations, Manage room service, Manage banquets and events services, Manage specialty outlets, Perform food and beverage administrative duties , Manage food and beverages revenue performance. 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 (Hygiene and Safety)					
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					
	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.
7.	Welcomes guests courteously as per workplace policy.					
8.	Guides guests to their desired location as per the workplace policy.					
9.	Promotes organisation's products and services based on workplace procedures.					
10.	Recommends options to guests to enhance their experience based on preferences, status, duration of stay and workplace policy.					
11.	Collects and compiles guest information as per workplace policy.					
12.	Obtains Guest dietary preferences/needs and special requests as per workplace policy.					
13.	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.
14.	Obtains, analyzes and shares feedback from the guests as per workplace policy					
15.	Follows up and monitors action taken on guest information to ascertain satisfaction as per the SOPs and as per workplace policy.					
16.	Conducts compensation of guest experience appropriately as per workplace policy and SOPs.					
17.	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. 9 of the 17 (50%) items of evaluation correct and
2. Items 7, 8,11,12,13, and 17correct.

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>	

2. MANAGE 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 (Property management and maintenance)					
4.	Point of sale system, Handling of cash and other applicable payment methods/billing					
5.	Menu knowledge					
6.	Hygiene and safety					
7.	Communication skills/handling of guest					
8.	Work place policies 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.
	SKILLS The mentee:					
9.	Develops Food & Beverage outlet standard operating procedures in accordance with organizational policy.					
10.	Prepares duty rota and daily tasks as per outlet operational needs and assigns duties as per job description.					
11.	Opens Food & Beverage outlet and Sets furniture according to design and in accordance to outlet policy.					
12.	Prepares food and beverage outlet operating equipment and service ware for use as per the menu and daily specials.					
13.	Prepares service stations and sets tables in accordance with outlet policies and standard operating procedures.					
14.	Arranges and stocks side boards as per the menu and daily specials.					

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.	Serves food and beverages to the customer and offers daily specials in accordance with the SOPs.					
16.	Monitors food and beverages outlet operations according to SOPs.					
17.	Handles guest complaints/compliments as per workplace policy and applicable laws.					
18.	Reviews food and beverages menus as per workplace policy and SOPs.					
19.	Applies relevant laws in carrying out Food and beverages outlet activities.					
20.	Supervises Point of sale system in accordance with Food and beverages outlet SOPs.					
21.	Checks closing stocks against established par levels.					
22.	Records and secures revenue as per accounting policy. (Handling of cash)					
23.	Handles safety and security issues as per workplace policy and legal requirements.					

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.
24.	Prepares and shares Food and beverages service report with relevant personnel as per workplace policy					

Note:

To be declared competent, the mentee must get:

1. 12 of the 24 (50%) items of evaluation correct and
2. Items 10,11,12,13,14,15,17, and 22 correct.

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>	

3. 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 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.	Bar operating equipment, furniture and service ware					
2.	Bar operations					
3.	Mixology (Cocktail preparation), sommelier techniques and Barista techniques					
4.	Bar stock control					
5.	Daily bar reports					
6.	Liquor licensing laws					
7.	Hygiene and Safety					
8.	Customer relations					
	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.
9.	Prepares duty rota and daily tasks as per outlet operational needs and assigns duties as per job description.					
10.	Opens bar and sets furniture according to design and in accordance to workplace policy.					
11.	Prepares bar operating equipment and service ware for use as per the menu and daily specials.					
12.	Serves bar beverages to the customer as per set recipes and offers daily specials in accordance with the SOPs.					
13.	Monitors bar operations according to SOPs.					
14.	Handles guest complaints/compliments as per workplace policy and applicable laws.					
15.	Applies relevant laws in carrying out bar outlet activities. (Liquor licensing 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 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.
16.	Supervises point of sale system in accordance with bar SOPs.					
17.	Checks closing stocks against established par levels.					
18.	Records and secures revenue as per accounting policy.					
19.	Prepares and shares bar service report with relevant personnel as per workplace policy					
20.	Prepares special bar concepts in accordance to workplace policy.					
21.	Does costing of beverage as per recipe and pricing policy.					
22.	Carries out special bar closing procedures as per SOPs					
23.	Plans bar entertainment activities as per need/occasion and theme as well as workplace policy.					

Note:

To be declared competent, the mentee must get:

1. 12 of the 23 (50%) items of evaluation correct and
2. Items 10,11,12,14,15, 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 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>	

4. MANAGE 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 skill)	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.	Guest relations					
6.	Hygiene and Safety					
7.	Liquor licensing laws					
	SKILLS The mentee:					

S/N.	Items for evaluation (knowledge and skill)	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.	Sensitizes room service staff on room service procedures as per SOPs.					
9.	Sets room service station Fixture, Furniture and Equipment in accordance to workplace policy and number of guests/size of organization.					
10.	Prepares room service operating equipment and service ware for use as per the menu.					
11.	Prepares Duty Rota and daily tasks as per room service operational needs, then assigns daily tasks as per room service operational needs.					
12.	Sets up Room service tray in accordance with room service SOPs.					
13.	Provides room service to the guest and offers daily specials as per workplace policy and applicable laws.					
14.	Monitors room service operations according to SOPs					

S/N.	Items for evaluation (knowledge and skill)	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.	Supervises Point of sale system (methods of payment and billing) in accordance with room service SOPs.					
16.	Handles guest complaints/compliments as per workplace policy					
17.	Handles hygiene, Safety and Security issues as per workplace policy and legal requirements.					
18.	Checks closing stocks against established room service pantry par levels.					
19.	Prepares and shares room service report with relevant personnel as per workplace policy					

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

1. 10 of the 19 (50%) items of evaluation correct and
2. Items 9,10,12,13,16,17,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 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>	

5. MANAGE BANQUETS AND EVENTS SERVICES

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.	Sales and marketing in banquets					
5.	Customer care / communication skills					
6.	Hygiene and Safety					
7.	Point of sale system, billing and receiving of payments					
	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.
8.	Sets up banquets and events office as per institution design and workplace policy.					
9.	Develops banquets and events communication tools as per workplace policy.					
10.	Prepares work schedules as per banquets and events forecast, then assigns duties as per job description and workplace policy					
11.	Oversees preparation of banquets and events Furniture, Fixtures & Equipment, service ware and Service stations in accordance with workplace policy and standard operating procedures.					
12.	Takes and records banquets and events reservations as per workplace policy					
13.	Oversees the banquets and events set-up in accordance with SOPs					
14.	Monitors banquets and events operations according to SOPs and applicable law.					

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.					
16.	Reviews banquets and events menus and communication tools as per workplace policy and SOPs.					
17.	Supervises point of sale system in accordance with banquets and events SOPs.					
18.	Checks opening and closing stocks against established par levels.					
19.	Records and secures revenue as per accounting policy.					
20.	Handles safety and security issues as per workplace policy and legal requirements.					
21.	Evaluates banquets and events operations according to SOPs					
22.	Prepares and shares banquets and events service report with relevant personnel as per workplace policy.					

Note:

To be declared competent, the mentee must get:

1. 11 of the 22 (50%) items of evaluation correct and
2. Items 8,11,12,15,17,18, and 22 correct.

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>	

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.	Hygiene and safety					
	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.
6.	Develops specialty outlet concept based on the management objectives.					
7.	Prepares speciality outlet menu as per outlet concept.					
8.	Establishes Speciality outlet Furniture, Fixtures and Equipment as per outlet concept.					
9.	Establishes Speciality outlet staffing levels as per outlet organizational Structure					
10.	Prepares duty rota and daily tasks as per outlet operational needs, then assigns duties as per job description.					

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.
11.	Opens speciality outlet in accordance with workplace policy					
12.	Plans daily specials / Offers daily specials as per outlet policy					
13.	Prepares service stations and prearranges side boards as per the menu and daily specials in accordance with outlet policies and standard operating procedures.					
14.	Monitors outlet operations according to SOPs.					
15.	Reviews speciality menus as per outlet policies 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.
16.	Handles guest complaints/ compliments as per workplace policy.					
17.	Prepares and shared outlet service report as per outlet policy.					
18.	Supervises Point of Sale system (cashiering and billing) in accordance with outlet SOPs.					
19.	Checks opening and closing stocks against established par levels					
20.	Records and secures Revenue as per accounting policy.					
21.	Handles hygiene, safety and security issues as per workplace policy and legal requirements.					

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.
22.	Plans specialty outlet entertainment activities as per need/occasion and theme as well as workplace policy.					

Note:

To be declared competent, the mentee must get:

1. 11 of the 22 (50%) items of evaluation correct and
2. Items 7, 8, 10, 11, 13, 14, 16, 18, and 21 correct.

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>	

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 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.	Labour relations and Labour laws					
2.	Basic human resource management					
3.	Food and beverages sales and service operations					
4.	Planning and budgeting					
5.	Statutory legislations and regulations					
6.	Principles and practices of Management					
7.	Networking and linkages					
8.	Organization structure					

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.
9.	Loyalty programmes					
10.	Emerging issues					
	SKILLS The mentee:					
11.	Develops goals and objectives for the department based on the strategy of the organization.					
12.	Develops departments' organization structure based on institutions' master plan					
13.	Develops tasks as per goals and objectives of the department and organization structure.					
14.	Determines required resources based on tasks to be performed.					
15.	Develops department operation plan based on the organisations' master plan.					

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.
16.	Develops departments' plan implementation schedules based tasks, objectives and resources availability.					
17.	Determines methods and tools for monitoring work progress based on implementation schedule.					
18.	Shares departments' plan with implementers as per workplace policy.					
19.	Holds departmental meetings regularly as per operation schedules and best practices.					
20.	Allocates resources based on department s' operational plan.					
21.	Prepares, evaluates and disseminates departments' performance reports to relevant authority					
22.	Conducts Follow-up activities to track progress as per department operational targets.					

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.
23.	Analyzes actual performance against expected performance targets.					
24.	Conducts Performance gaps' correction activities as per progress report.					
25.	Monitors resource utilization based on workplace policy.					
26.	Develops human resource policy based on overall institution policy and best practices.					
27.	Receives, handles escalated guest complaints as per workplace policy					
28.	Handles fire, life and safety issues as per workplace crisis policy and best practices.					
29.	Demonstrates an understanding of the institutions' communication strategy.					
30.	Maintains records of received, handled and escalated guest complains					

Note:

To be declared competent, the mentee must get:

1. 15 of the 30 (50%) items of evaluation correct and
2. Items 13, 14, 27, 28, and 30 correct.

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>	

8. MANAGE FOOD AND BEVERAGE REVENUE PERFORMANCE

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 & Beverage operations					
2.	Food and beverage control					
3.	Basic culinary techniques/Menu knowledge					
4.	Communication skill					
	SKILLS The mentee:					
5.	Develops/interpret standard recipes as per target market requirements/research findings					
6.	Determines cost of production based on cost of ingredients and incidental costs.					

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.	Documenting standard recipes as per workplace policy.					
8.	Communicates selling price to stakeholders as per workplace policy.					
9.	Configures menu selling price into the Point of Sale as per workplace policy.					
10.	Determines par stock levels as per outlet business.					
11.	Conducts stock taking as per workplace policy.					
12.	Prepares and communicated stocktaking reports with relevant stakeholders.					
13.	Carries out stock reconciliation against set par levels					
14.	Does stock re-ordering based on set par level.					
15.	Conducts posting of menu items in accordance with 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.
16.	Carries out billing and cashiering activities in accordance with set menu prices and workplace policy.					
17.	Does end of day reporting as per workplace policy.					

Note:

To be declared competent, the mentee must get:

1. 9 of the 17 (50%) items of evaluation correct and
2. Items 6, 7, 10, 11, 13, 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 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>	

9. 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 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 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					
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/ workplace	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: