TECHNICAL PROFESSIONAL

FCS - FOOD AND BEVERAGE OPERATION

Grade 11 or 12

Three-Term Budget Of Work (BOW)
for Learning Competencies

TECHNICAL PROFESSIONAL
FCS - HOSPITALITY AND TOURISM
Grade 11 or Grade 12

Three-Term Budget Of Work
For Learning Competencies

Please note that each elective under TechPro: FCS is studied for one term. This is applicable under Grades 11 and 12.

Term	
Elective	**Food and Beverage Operation**
Content Standard	• The learners demonstrate an understanding of the principles of providing food and beverage operations. • The learners demonstrate an understanding of the principles of providing food and beverage operations related to alcoholic and non-alcoholic beverages, beverage service, restaurant service, and in-room dining service. • The learners demonstrate an understanding of the preparation of coffee beverages. • The learners demonstrate the skills of preparing a variety of coffee-based beverages. • The learners demonstrate understanding in preparing non-coffee beverages. • The learners demonstrate understanding in preparing non-coffee beverages. • The learners demonstrate an understanding of basic steps in cashiering, general control procedures and beverage costing.
Performance Standard	Learners demonstrate comprehensive skills in providing food and beverage services operations. Learners demonstrate skills in providing food and beverage services. The learners perform procedures in preparing coffee based and non-coffee-based beverages based on the industry practices. The learners demonstrate skills in preparing and presenting varieties of coffee beverages. The learners perform skills in preparing and presenting non-coffee beverages. The learners perform basic cashiering, general control procedures and beverage costing.

Week	Learning Competency	Suggested Activities

1	• Discuss the overview of the food and beverage industry.
	• Demonstrate proper use, maintenance and handling of tools, equipment and materials.
		• **Industry Overview Report**
		  ○ Research and write a report summarizing the history, trends, and key sectors of the food and beverage industry.
		• **Industry Presentation**
		  ○ Prepare a presentation highlighting major food and beverage establishments and their services.
		• **Tool Handling Practice**
		  ○ Demonstrate the correct use and handling of common food and beverage tools and equipment.
		• **Equipment Maintenance Simulation**
		  ○ Prepare a maintenance schedule and demonstrate proper cleaning and storage procedures for equipment.

2	• Discuss principles of service for food and beverage operation.
	• Discuss the importance of legislation and safety measures in food and beverage operation.
		• **Service Principles Essay**
		  ○ Write an essay explaining the key principles of customer service in food and beverage operations.
		• **Service Role Play**
		  ○ Simulate customer service scenarios demonstrating proper service techniques.
		• **Safety and Legislation Report**

		○ Research and summarize safety protocols and legal requirements in food and beverage operations. • **Safety Simulation** ○ Conduct a mock inspection of a food service area to identify compliance and safety issues.
3	• Develop a menu for restaurant and room services. • Demonstrate effective customer handling in the food service.	• **Individual Menu Draft** ○ Create a sample menu including dishes, pricing, and target customers for restaurant or room service. • **Menu Workshop** ○ Collaborate in a group to refine and design a complete menu for a restaurant or hotel service. • **Customer Interaction Role Play** ○ Practice greeting, assisting, and addressing customer complaints in a simulated scenario. • **Service Feedback Exercise** ○ In groups, role-play service scenarios and evaluate each other's performance based on customer satisfaction.
4	• Demonstrate the correct sequence of the reservation process. • Discuss opening and closing procedures in food and beverage.	• **Reservation Simulation** ○ Perform the step-by-step reservation process for a hypothetical customer. • **Reservation Workflow Design**

		○ In a group, create a visual flowchart showing the full reservation process from inquiry to confirmation. • **Procedure Report** ○ Write a report detailing the standard opening and closing procedures in a food and beverage operation. • **Opening and Closing Drill** ○ Simulate the complete opening and closing routine for a restaurant or hotel outlet.
5	• Demonstrate proper handling and serving techniques. • Demonstrate table settings and presentations.	• **Serving Techniques Practice** ○ Practice serving food and beverages using correct techniques, posture, and etiquette. • **Service Demonstration** ○ In groups, serve a simulated meal to classmates demonstrating professional handling and serving standards. • **Individual Table Setup** ○ Set up a formal table with appropriate utensils, glasses, and tableware. • **Group Table Presentation** ○ In groups, design and present different themed table settings for various meal types.
6	• Discuss the types of beverage services.	• **Beverage Services Report**

	• Demonstrate the pre- and post-service sequence in the restaurant.	○ Research and summarize the different types of beverage services in the hospitality industry. • **Service Type Simulation** ○ Demonstrate at least 2 different types of beverage service in a role-play setting. • **Service Sequence Practice** ○ Perform the full pre-service and post-service routine individually, following standard procedures. • **Service Audit Simulation** ○ In groups, evaluate a simulated restaurant setup for adherence to pre- and post-service sequences.
7	• Demonstrate in-room dining service. • Discuss the basic coffee knowledge.	• **Room Service Procedure Practice** ○ Individually demonstrate delivering a meal to a guest room, ensuring proper presentation and etiquette. • **Room Service Role Play** ○ In groups, simulate full in-room dining service from order taking to delivery and guest feedback. • **Coffee Knowledge Report** ○ Research and write about coffee history, types of beans, and brewing basics. • **Coffee Presentation**

		○ Present findings on coffee types, origins, and brewing methods to classmates.
8	• Identify the career opportunities related to coffee. • Perform proper use, cleaning and maintenance of tools, equipment, and accessories used in a barista operation.	• **Career Research** ○ Identify at least 5 coffee-related careers and describe required skills and qualifications. • **Career Panel Simulation** ○ Role-play a career panel discussing opportunities in the coffee industry. • **Barista Tools Practice** ○ Demonstrate proper use and cleaning of espresso machines, grinders, and accessories. • **Maintenance Schedule Simulation** ○ In groups, prepare and demonstrate a routine maintenance schedule for barista equipment.
9	• Demonstrate procedures in calibrating espresso and grin. • Demonstrate brewing methods used in different equipment.	• **Espresso Calibration Practice** ○ Individually calibrate an espresso machine and adjust grind settings to achieve optimal extraction. • **Group Calibration Exercise** ○ Work in groups to calibrate multiple espresso machines and compare results. • **Brewing Practice**

		○ Demonstrate at least 2 brewing methods (e.g., drip, French press) individually. • **Group Brewing Workshop** ○ Prepare and present beverages using multiple brewing methods to the class.
10	• Perform procedures in operating espresso machines. • Apply process in preparing coffee. • Prepare coffee- based beverages.	• **Espresso Machine Operation** ○ Operate an espresso machine to produce a consistent shot of espresso. • **Espresso Team Demonstration** ○ In groups, prepare a set of espresso shots and latte beverages following standard procedures. • **Coffee Preparation Practice** ○ Prepare individual coffee beverages following standard recipes. • **Coffee Menu Creation** ○ As a group, design a small coffee menu including preparation processes for each beverage. • **Beverage Practice** ○ Prepare at least 3 types of coffee-based beverages individually (e.g., latte, cappuccino, mocha). • **Beverage Service Simulation** ○ In groups, prepare and serve coffee-based beverages for a mock café setup.

11	• Perform the skills in preparing non-coffee-based beverages
	• Perform basic cashiering, general control procedures and beverage costing.
		• **Non-Coffee Beverage Practice**
		  ○ Individually prepare at least 3 non-coffee beverages (e.g., tea, smoothies, mocktails).
		• **Beverage Presentation**
		  ○ In groups, prepare and present a range of non-coffee beverages for service
		• **Cashiering Simulation**
		  ○ Perform individual cash handling, billing, and basic financial control for a mock café.
		• **Group Beverage Costing Exercise**
		  ○ Calculate beverage costs, pricing, and profitability as a group for a small food and beverage outlet.

Suggested Performance Tasks	• **Individual Performance Task: Service Skills Assessment**
	  ○ Perform a simulated full food and beverage service individually, demonstrating proper handling, customer interaction, and table service techniques.
	• **Group Task: Restaurant Service Simulation**
	  ○ As a group, organize and run a mock restaurant service, coordinating roles and workflow while serving multiple customers.
	• **Individual Performance Task: Table Setup and Service Practice**
	  ○ Individually set up a formal table and serve a meal following industry standards.
	• **Group Task: Team Service Execution**
	  ○ In groups, perform a complete service sequence, including pre-service setup, serving, and post-service procedures.
	• **Individual Performance Task: Beverage Preparation Practice**	

	○ Prepare 3 coffee-based and 3 non-coffee-based beverages individually following proper industry procedures. • **Group Task: Beverage Station Simulation** ○ In groups, set up a mock beverage station and prepare a variety of beverages for multiple customers. • **Individual Performance Task: Coffee Beverage Practice** ○ Prepare and present at least 3 types of coffee-based beverages individually, including espresso, cappuccino, and latte. • **Group Task: Coffee Beverage Service Simulation** ○ Work in groups to prepare and serve a range of coffee beverages for a mock café scenario, ensuring presentation and consistency. • **Individual Performance Task: Non-Coffee Beverage Preparation** ○ Prepare and present 3 non-coffee beverages individually, including tea, smoothies, or mocktails. • **Group Task: Non-Coffee Beverage Station** ○ As a group, set up a non-coffee beverage station and prepare beverages for service to multiple "customers." • **Individual Performance Task: Cashiering Practice** ○ Perform basic cashiering tasks, including billing, cash handling, and recording transactions for a simulated café. • **Group Task: Beverage Costing Exercise** ○ In groups, calculate beverage costs, determine pricing, and present a cost-control plan for a small food and beverage outlet.