



FOOD AND BEVERAGE OPERATION

TECHNICAL-PROFESSIONAL

Grade 12

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

**TECHNICAL-PROFESSIONAL
HOSPITALITY AND TOURISM
Grade 12**

**Three-Term Budget of Work
For Learning Competencies**

Please note that each Tech-Pro elective is completed in One term if delivered at Grade 12.

Elective	Food and Beverage Operations
Prerequisite	None

Performance Standard	The Learners demonstrate comprehensive skills in providing food and beverage services operations.
Content Standard	The learners demonstrate an understanding of the principles of providing food and beverage operations.

Week	Learning Competency	Suggested Activities
1	Discuss the overview of the food and beverage industry.	Activity 1: Industry Overview Report Task: Research and write a report summarizing the history, trends, and key sectors of the food and beverage industry. Activity 2: Industry Presentation Task: Prepare a presentation highlighting major food and beverage establishments and their services.

Week	Learning Competency	Suggested Activities
	Demonstrate proper use, maintenance and handling of tools, equipment and materials.	Activity 1: Tool Handling Practice Task: Demonstrate the correct use and handling of common food and beverage tools and equipment. Activity 2: Equipment Maintenance Simulation Task: Prepare a maintenance schedule and demonstrate proper cleaning and storage procedures for equipment.
2	Discuss principles of service for food and beverage operation	Activity 1: Service Principles Essay Task: Write an essay explaining the key principles of customer service in food and beverage operations. Activity 2: Service Role Play Task: Simulate customer service scenarios demonstrating proper service techniques.
	Discuss the importance of legislation and safety measures in food and beverage operation	Activity 1: Safety and Legislation Report Task: Research and summarize safety protocols and legal requirements in food and beverage operations. Activity 2: Safety Simulation Task: Conduct a mock inspection of a food service area to identify compliance and safety issues.

Week	Learning Competency	Suggested Activities
3	Develop menu for restaurant and room services	Activity 1: Individual Menu Draft Task: Create a sample menu including dishes, pricing, and target customers for restaurant or room service. Activity 2: Menu Workshop Task: Collaborate in a group to refine and design a complete menu for a restaurant or hotel service
	Demonstrate effective customer handling in the food service	Activity 1: Customer Interaction Role Play Task: Practice greeting, assisting, and addressing customer complaints in a simulated scenario. Activity 2: Service Feedback Exercise Task: In groups, role-play service scenarios and evaluate each other's performance based on customer satisfaction.

Suggested Performance Task	Individual Performance Task: Menu Development Activity Task: Create a simple menu for either a restaurant or room service. Group Task: Customer Handling Role-Play Task: In pairs or groups of three, perform a customer service interaction (ordering, clarifying menu items, handling minor concerns). Show proper techniques such as greeting, active listening, polite communication, and accurate order-taking.
-----------------------------------	--

Performance Standard	The Learners demonstrate comprehensive skills in providing food and beverage services operations.
Content Standard	The learners demonstrate an understanding of the principles of providing food and beverage operations.

Week	Learning Competency	Suggested Activities
4	Demonstrate the correct sequence of reservation process	Activity 1: Reservation Simulation Task: Perform the step-by-step reservation process for a hypothetical customer. Activity 2: Reservation Workflow Design Task: In a group, create a visual flowchart showing the full reservation process from inquiry to confirmation.
	Discuss opening and closing procedures in food and beverage	Activity 1: Procedure Report Task: Write a report detailing the standard opening and closing procedures in a food and beverage operation. Activity 2: Opening and Closing Drill Task: Simulate the complete opening and closing routine for a restaurant or hotel outlet.
5	Demonstrate proper handling and serving techniques	Activity 1: Serving Techniques Practice Task: Practice serving food and beverages using correct techniques, posture, and etiquette. Activity 2: Service Demonstration

Week	Learning Competency	Suggested Activities
		○ Task: In groups, serve a simulated meal to classmates demonstrating professional handling and serving standards.
	• Demonstrate table settings and presentations	• Activity 1: Individual Table Setup ○ Task: Set up a formal table with appropriate utensils, glasses, and tableware. • Activity 2: Group Table Presentation ○ Task: In groups, design and present different themed table settings for various meal types.

Performance Standard	The Learners demonstrate skills in providing food and beverage services.
Content Standard	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

Week	Learning Competency	Suggested Activities
6	• Discuss the types of beverage services	• Activity 1: Beverage Services Report ○ Task: Research and summarize the different types of beverage services in the hospitality industry. • Activity 2: Service Type Simulation

Week	Learning Competency	Suggested Activities
		○ Task: Demonstrate at least 2 different types of beverage service in a role-play setting.
	• Demonstrate the pre- and post-service sequence in the restaurant	• Activity 1: Service Sequence Practice ○ Task: Perform the full pre-service and post-service routine individually, following standard procedures. • Activity 2: Service Audit Simulation ○ Task: In groups, evaluate a simulated restaurant setup for adherence to pre- and post-service sequences.
7	• Demonstrate in-room dining service	• Activity 1: Room Service Procedure Practice ○ Task: Individually demonstrate delivering a meal to a guest room, ensuring proper presentation and etiquette. • Activity 2: Room Service Role Play ○ Task: In groups, simulate full in-room dining service from order taking to delivery and guest feedback.

Performance Standard	The learners perform procedures in preparing coffee based and non-coffee-based beverages based on the industry practices
Content Standard	The learners demonstrate an understanding of the preparing coffee beverages

Week	Learning Competency	Suggested Activities
7	Discuss the basic coffee knowledge	Activity 1: Coffee Knowledge Report Task: Research and write about coffee history, types of beans, and brewing basics. Activity 2: Coffee Presentation Task: Present findings on coffee types, origins, and brewing methods to classmates.
8	Identify the career opportunities related to coffee	Activity 1: Career Research Task: Identify at least 5 coffee-related careers and describe required skills and qualifications. Activity 2: Career Panel Simulation Task: Role-play a career panel discussing opportunities in the coffee industry.
	Perform proper use, cleaning and maintenance of tools, equipment, and accessories used in a barista operation	Activity 1: Barista Tools Practice Task: Demonstrate proper use and cleaning of espresso machines, grinders, and accessories. Activity 2: Maintenance Schedule Simulation Task: In groups, prepare and demonstrate a routine maintenance schedule for barista equipment.

Suggested Performance Task	Individual Performance Task: • Barista Equipment Care Checklist ◦ Task: Select three barista tools or equipment (e.g., grinder, espresso machine, milk frother, tampers). Demonstrate and document the proper use, cleaning steps, and basic maintenance for each item. Group Task: • Bar Station Cleaning Demonstration ◦ Task: As a group, conduct a bar station cleaning and maintenance demo. Show correct procedures such as: ■ Purging and wiping steam wand ■ Backflushing espresso machine ■ Cleaning grinder hopper and chute ■ Sanitizing all bar tool
-----------------------------------	--

Performance Standard	The learners perform procedures in preparing coffee based and non-coffee-based beverages based on the industry practices
Content Standard	The learners demonstrate an understanding of the preparing coffee beverages

Week	Learning Competency	Suggested Activities
9	• Demonstrate procedures in calibrating espresso and grin	• Activity 1: Espresso Calibration Practice ◦ Task: Individually calibrate an espresso machine and adjust grind settings to achieve optimal extraction. • Activity 2: Group Calibration Exercise ◦ Task: Work in groups to calibrate multiple espresso machines and compare results.

Week	Learning Competency	Suggested Activities
	Demonstrate brewing methods used in different equipment	Activity 1: Brewing Practice Task: Demonstrate at least 2 brewing methods (e.g., drip, French press) individually. Activity 2: Group Brewing Workshop Task: Prepare and present beverages using multiple brewing methods to the class.
	Perform procedures in operating espresso machines	Activity 1: Espresso Machine Operation Task: Operate an espresso machine to produce a consistent shot of espresso. Activity 2: Espresso Team Demonstration Task: In groups, prepare a set of espresso shots and latte beverages following standard procedures.
10	Apply process in preparing coffee	Activity 1: Coffee Preparation Practice Task: Prepare individual coffee beverages following standard recipes. Activity 2: Coffee Menu Creation Task: As a group, design a small coffee menu including preparation processes for each beverage.

Performance Standard	The learners demonstrate skills in preparing and presenting varieties of coffee beverages.
Content Standard	The learners demonstrate the skills of preparing a variety of coffee-based beverages

Week	Learning Competency	Suggested Activities
10	Prepare coffee- based beverages	Activity 1: Beverage Practice Task: Prepare at least 3 types of coffee-based beverages individually (e.g., latte, cappuccino, mocha). Activity 2: Beverage Service Simulation Task: In groups, prepare and serve coffee-based beverages for a mock café setup.
Performance Standard	The learners perform skills in preparing and presenting non-coffee beverages	
Content Standard	The learners demonstrate understanding in preparing non-coffee beverages	
10	Perform the skills in preparing non-coffee-based beverages.	Activity 1: Non-Coffee Beverage Practice Task: Individually prepare at least 3 non-coffee beverages (e.g., tea, smoothies, mocktails). Activity 2: Beverage Presentation Task: In groups, prepare and present a range of non-coffee beverages for service.
Performance Standard	The learners perform basic cashiering, general control procedures and beverage costing.	
Content Standard	The learners demonstrate an understanding of basic steps in cashiering, general control procedures and beverage costing	

Week	Learning Competency	Suggested Activities
10	perform basic cashiering, general control procedures and beverage costing.	Activity 1: Cashiering Simulation Task: Perform individual cash handling, billing, and basic financial control for a mock café. Activity 2: Group Beverage Costing Exercise Task: Calculate beverage costs, pricing, and profitability as a group for a small food and beverage outlet.

Suggested Performance Task	Individual Performance Task: • Beverage Costing Sheet ○ Task: Choose one beverage recipe (e.g., iced coffee, lemonade, milk tea). Compute the cost per serving by listing ingredients, quantities, unit cost, and total cost. Determine the selling price using a standard markup. Group Task: • Cashiering and Control Simulation ○ Task: As a group, conduct a simulated cashiering activity. Each member rotates roles: cashier, customer, or control checker. Demonstrate: ■ Order-taking ■ Issuing receipts ■ Handling cash and change ■ Recording sales ■ Following basic control procedures (checking POS entries, verifying totals)
-----------------------------------	--