

## FOOD AND DRINK SERVICE – LEVEL 1 – CCA005 01

To achieve the full qualification, candidates must complete seven (7) units in total made up of three (3) mandatory units plus four (4) optional units.

<b>Mandatory Units (All must be completed)</b>	<b><u>Unit Numbers</u></b>
<b>1 Maintain a safe and secure working environment</b>	<b>U00306</b>
1.1 Maintain personal health and hygiene	
1.2 Carry out procedures in the event of fire	
1.3 Deal with the discovery of suspicious items/packages	
1.4 Carry out procedures in the event of an accident	
1.5 Maintain a safe work environment for customers, staff and visitors	
1.6 Maintain a secure environment for customers, staff and visitors	
<b>2 Maintain customer care</b>	<b>U00206</b>
2.1 Handle customers	
2.2 Handle customer complaints	
2.3 Handle customer incidents	
<b>3 Create and maintain effective working relationships</b>	<b>U00106</b>
3.1 Gain the trust and support of colleagues and team members	
3.2 Gain the trust and support of one's immediate manager	
<b><u>Optional Units (Choose 4)</u></b>	
<b>4 Provide and Maintain a Counter/Take-Away Service</b>	<b>U06902</b>
4.1 Take and serve customer orders	
4.2 Maintain take away service areas during service	
<b>5 Maintain payment point and handle cash and non-cash payments</b>	<b>U00406</b>
5.1 Maintain payment point for cash and non-cash payments	
5.2 Handle cash and non-cash payments	
<b>6 Prepare and clear areas for counter/take-away service</b>	<b>U12501</b>
6.1 Prepare areas for counter/take-away service	
6.2 Clear areas after counter/take-away service	

## FOOD AND DRINK SERVICE – LEVEL 1 – CCA005 01

<u>Optional Units (Choose 4) .../Continued</u>		<u>TVETC Numbers</u>
<b>7</b>	<b>Prepare and clear tables and service areas</b>	<b>U12601</b>
	7.1 Prepare service areas and equipment for table/tray service	
	7.2 Prepare customer dining tables for table/tray service	
	7.3 Maintain dining and service areas	
	7.4 Clear dining and service areas after food service	
	7.5 Secure restaurant	
<b>8</b>	<b>Prepare and maintain areas for drinks service in licensed premises</b>	<b>U12701</b>
	8.1 Prepare customer and service areas	
	8.2 Clear customer and service areas	
	8.3 Maintain customer dining areas	
<b>9</b>	<b>Take and service beverages orders</b>	<b>U12801</b>
	9.1 Take beverage orders	
	9.2 Place and pick up beverage orders	
	9.3 Serve beverages	

**U00306: Maintain a safe and secure working environment**

Unit Descriptor:

This unit describes the competence required to contribute to maintaining a safe and secure working environment.

**The unit addresses the essential abilities of:**

- Communicating effectively
- Working in a safe and hygienic manner
- Problem solving
- Keeping records
- Operating within organisational procedures
- Meeting legal requirements

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |   |  |
|---|--|
| 1. Maintain personal health and hygiene | 1.1 Clean, smart and appropriate clothing is worn.   |
|   | 1.2 Hair is neat and tidy and worn in accordance with organisational requirements.                                       |
|   | 1.3 Jewellery, perfume and cosmetics are worn in line with organisational requirements.                                  |
|   | 1.4 Cuts, grazes and wounds are correctly treated by the appropriate person.   |
|   | 1.5 Illness and infections are reported promptly to the appropriate person.  |
|   | 1.6 All work is carried out in accordance with hygiene practices that must be adhered to within the working environment. |

- |  |     |   |
|--|-----|---|
|  | 1.7 | All work is carried out in an efficient and organised manner in accordance with appropriate organisational procedures and <b>legal requirements</b> . |
| 2. Carry out procedures in the event of a fire             | 2.1 | In the event of a <b>fire</b> , the alarm is raised immediately.  |
|  | 2.2 | <b>Fire fighting equipment</b> is correctly used in accordance with manufacturer's instructions and organisation's procedures.                        |
|  | 2.3 | All safety and emergency signs and notices are adhered to.  |
|  | 2.4 | Correct evacuation procedures are followed in a calm, orderly manner and in accordance with organisational procedures.                                |
|  | 2.5 | Designated assembly points are reached and registration done.   |
|  | 2.6 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.  |
|  | 2.7 | All work is carried out in an organised and efficient manner in accordance with safety and health <b>regulations</b> and organisational procedures.   |
| 3. Dealing with the discovery of suspicious items/packages | 3.1 | <b>Suspicious items and packages</b> are left untouched.  |
|  | 3.2 | Suspicious items and packages are reported in accordance with organisational procedures.  |
|  | 3.3 | Correct safety and security procedures are followed in calm and orderly manner and in accordance with organisational procedures.                      |

4. Carry out procedures in the event of an accident
- 3.4 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 3.5 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.
  - 4.1 In the event of an **accident, basic first aid** is performed following recommended procedures.
  - 4.2 Assistance from the appropriate **person responsible** for first aid is sought immediately.
  - 4.3 Emergency services are contacted in accordance with organisational procedures.
  - 4.4 **Appropriate action** is taken to ensure safety of injured and uninjured persons.
  - 4.5 Comfort and reassurance are given to injured persons.
  - 4.6 Accidents are reported and documented in accordance with organisational procedures.
  - 4.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 4.8 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.

5. Maintain a safe work environment for customers, staff and visitors
- 5.1 **Hazards and potential hazards** to the safety of customers, staff and visitors are promptly identified and rectified.
  - 5.2 Customers, staff and visitors are made aware of all hazards and potential hazards in accordance with organisational procedures.
  - 5.3 Cautionary measures are taken to warn customers, staff and visitors of hazards and potential hazards.
  - 5.4 **Accidents**, damage and non-rectifiable hazards are reported promptly to the appropriate person.
  - 5.5 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 5.6 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.
6. Maintain a secure work environment for customers, staff and visitors
- 6.1 Potential **security risks** are identified and reported to the appropriate person in accordance with organisational procedures.
  - 6.2 **Customer and staff areas** are correctly secured against unauthorized access.
  - 6.3 All establishment **storage and security facilities** are secured against unauthorized access.
  - 6.4 Establishment, staff or customer lost property is promptly reported to the appropriate person.
  - 6.5 Suspicious individuals are politely challenged or reported promptly to the appropriate person.

- 6.6 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 6.7 All work is carried out in an organised and efficient manner in accordance with safety and health **regulations** and organisational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Maintain personal health and hygiene****A. Legal requirements:**

- (i) current relevant legislation relating to safe and hygienic working practices

**Element 2: Carry out procedures in the event of a fire****B. Fire:**

- (i) all types of fires

**C. Fire Fighting Equipment:**

- (i) fire hose
- (ii) fire blanket
- (iii) foam extinguisher
- (iv) water extinguisher
- (v) sand
- (vi) wet blanket
- (vii) carbon dioxide extinguisher

**D. Regulations: (also applies to elements 3 and 4)**

- (i) legislation
- (ii) manufacturer
- (iii) supplier

**Element 3: Deal with the discovery of suspicious items/packages****E. Suspicious items and packages:**

- (i) all unattended bags, packages and parcels
- (ii) unusual and unaccounted for deliveries

**Element 4: Carry out procedures in the event of an accident****F. Accidents: (Also applies to element 5)**

- (i) all accidents involving injury to customer, staff and visitors

**G. Basic first aid application:**

- (i) bandaging
- (ii) cold pack
- (iii) Heimlich manoeuvre



**Element 4: Carry out procedures in the event of an accident ../Continued****H. Appropriate action:**

- (i) removing and lifting injured person
- (ii) rendering basic first aid

**I. Responsible person:**

- (i) company nurse
- (ii) safety officer

**Element 5: Maintain a safe work environment for customers, staff and visitors****J. Hazards and potential hazards:**

- (i) suspicious items
- (ii) areas and incidents which threaten the safety of customers, staff and visitors

**K. Regulations:**

- (i) current relevant legislation relating to safe and hygienic working practices when maintaining a safe environment for customers, staff and visitors
- (ii) manufacturer
- (iii) supplier

**Element 6: Maintain a secure environment for customers, staff and visitors****L. Security risks:**

- (i) prohibited areas
- (ii) suspicious items
- (iii) unauthorized open entrances/exits
- (iv) missing keys

**M. Customer and staff areas:**

- (i) public facilities
- (ii) public areas
- (iii) work areas
- (iv) staff facilities

**N. Storage and security facilities:**

- (i) storerooms
- (ii) safes
- (iii) cash boxes

**O. Regulations:**

- (i) current relevant legislation relating to safe and hygienic working practices when maintaining a secure environment for customers, staff and visitors.

**UNDERPINNING KNOWLEDGE AND SKILLS****Health and Safety**

1. Why it is important to comply with health and safety legislation.
2. Where and from whom information on current health and safety legislation can be obtained.
3. What general hygienic practices must be adhered to in own work environment.
4. Why the correct clothing, footwear and headgear should be worn at all times.
5. Why and to whom illness and infections should be reported.
6. Why it is important to maintain good personal hygiene.
7. What the possible causes are of fire in the working environment.
8. What preventative actions can be taken to minimise risk of fire.
9. What organisational procedures should be followed in the event of fire.
10. Where alarms are located and how to activate them.
11. Why a fire should never be approached unless it is safe to do so.
12. Why suspicious items and packages should be left untouched.
13. Why suspicious items and packages should be reported.
14. What basic first aid should be applied in the event of an accident.
15. Who is the person responsible for first aid.
16. What emergency services are available in the event of an accident and why it is important to contact them.
17. What action should be taken to ensure the safety of the injured and uninjured.
18. What are the organisational procedures for reporting an accident.
19. What cautionary measures can be taken to warn customers, staff and visitors of potential hazards.
20. What the potential hazards are within own working environment.
21. Why suspicious items and packages must not be approached or tampered with.
22. Where first aid equipment and the accident register are located.
23. Why it is important to use correct lifting techniques.
24. What the employee's responsibility is in relation to health and safety regulations.
25. Which keys, property and areas should be secured from unauthorised access at all times.
26. Why it is essential to be aware of potential security risks.
27. Why procedures relating to lost property must be adhered to.

**Communication**

28. Why only disclosable information should be given to customers.
29. Why it is important to report all unusual/non-routine incidents to the appropriate person.

**EVIDENCE GUIDE**

*For assessment purposes:*

**(1) Critical Aspects of Evidence**

Performance evidence is also required for performance criteria 2 and 3 of Element 5.6 showing evidence of dealing with at least one type of **security risk**; working in two types of **customer and staff areas**; and dealing with two types of **storage and security facilities**.

For all other performance criteria and ranges a combination of performance evidence and supplementary evidence for example questioning, witness testimony, case histories can be used to provide evidence.

Underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

**(2) Methods of Assessment**

**Performance evidence** for this unit could include:

- Observation reports from your assessor
- Photographs of yourself at work
- Entries made by you into the organisation's incident book.
- Correspondence written by you drawing attention to health and safety issues.

**Supplementary evidence** for this unit could include:

- Witness testimony from customers and line managers
- Personal statements from yourself describing how you carry out your duties
- Answers to oral or written questions.

**(3) Context of Assessment**

Evidence of competence should be demonstrated totally through performance evidence if possible.

Simulation may be used to provide performance evidence for Elements 5.2, 5.3 and 5.4.

At a minimum, performance evidence must be provided to cover performance criteria 1 to 3 of Element

## U00206

## Maintain customer care

Unit Descriptor:

This unit describes the competence required to effectively maintain customer care.

**The unit describes the essential abilities of:**

- Responding to customer needs and feelings
- Communicating effectively
- Problem solving
- Working with organizational procedures

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

1. Dealing with customers

- 1.1 **Customers** are dealt with in a polite and helpful manner at all times.
- 1.2 Customers' needs and requirements are acted upon without delay.
- 1.3 Accurate information is given in answer to all customers' enquiries of customer is referred to the relevant alternative information source.
- 1.4 Information given is within scopes of the individual's authority.
- 1.5 Customers' comments are politely acknowledged and passed on where necessary.
- 1.6 **Unexpected situations** are dealt with effectively and the appropriate persons are informed where necessary.
- 1.7 All work is carried out in an organised and efficient manner in accordance with organisational procedures.

- 2. Dealing with customer complaints
  - 2.1 Dissatisfied **customers** are acknowledged immediately and are attended without delay.
  - 2.2 Customers are dealt with in a polite and helpful manner and at all times.
  - 2.3 Nature of customer complaint is quickly identified and priorities are established.
  - 2.4 Customers are assured that **complaints** will receive immediate attention.
  - 2.5 Complaints which can be resolved within the individual's authority are dealt with immediately.
  - 2.6 Complaints which cannot be resolved within the individual's authority are referred to the appropriate person (s)
  - 2.7 Complaints are reported and dealt with in accordance with organizational procedures.
  - 2.8 Follow up action is taken in a timely manner and in accordance with organizational procedures.
  - 2.9 Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary.
  - 2.10 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
- 3. Dealing with customer incidents
  - 3.1 Nature of **customer incident** is quickly identified and priorities are established.
  - 3.2 **Customers** are dealt with in a polite and helpful manner at all times

- 3.3 Customers are assured that incident will receive immediate attention.
- 3.4 Customers' incidents which can be resolved within the individual's authority are dealt with as soon as possible in a calm manner.
- 3.5 Customers' incidents which cannot be resolved within the individual's authority are referred to the appropriate authority.
- 3.6 Customers' incidents are dealt with and reported in accordance with organizational and legal requirements.
- 3.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
- 3.8 All work is carried out in an organized and efficient manner in accordance with organisational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Dealing with customers****A. Customers:** *(Also applies to Elements 2 and 3)*

- (i) adults
- (ii) children
- (iii) persons with special needs (e.g., visually impaired, hearing impaired, mobility impaired, persons with medical conditions, e.g., diabetic)

**B. Unexpected situations:** *(Also applies to Elements 2 and 3)*

- (i) customers complaints
- (ii) customer incidents

**Element 2: Dealing with customer complaints****C. Complaints:** *(Also applies to Elements 3)*

- (i) unusual situations, e.g. weather
  - a. service related incidents
  - b. physical facilities

**Element 3: Dealing with customer incidents****D. Customer Incidents:**

- (i) spillage
- (ii) breakage
- (iii) lost property
- (iv) equipment faults
- (v) sudden illness/injury

**E. Report Format:**

- (i) written
- (ii) oral

**UNDERPINNING KNOWLEDGE AND SKILLS****Health and Safety**

1. Why it is important to comply with health and safety regulations.
2. Where and from whom information on current health and safety regulations can be obtained.

**Customer Care**

3. Why it is important that information given to customers is accurate and disclosable.
4. Why customer comments should be reported to the appropriate person.
5. Why customer complaints should be dealt with without delay.
6. How to source relevant information to deal with customer enquiries.

**Customer Incidents**

7. Why customer incidents should be dealt with without delay.
8. Why and to whom all customer incidents should be reported.

**Communication**

9. When to seek assistance and when to use own initiative in meeting customer's needs.
10. What the formal and informal methods to satisfy customer needs within the resources available are and when it is appropriate to use them.
11. How to interpret customer feelings through body language, sensitive questioning and observation.
12. What customer complaints should be dealt with without delay.
13. Why it is important to establish priorities when dealing with customer complaints.



**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Dealing with customers**

Totally through performance evidence in the form of observation and/or products of work or performance evidence to cover performance criteria 1,2,3 and a minimum of:

- 2 items from the range of A (*also applies to element 2 and 3*)

**Element 2: Dealing with customer complaints**

Totally through performance evidence in the form of observation and/or by performance evidence to cover performance criteria 1 to 8 and a minimum of:

- Relevant items from the range of B

**Element 3: Dealing with customer incidents**

Totally through performance evidence in the form of observation and/or by performance evidence to cover performance criteria 1 to 6 and a minimum of:

- 2 items from the range of D

*The following applies to: Elements 1, 2 and 3*

By performance evidence in the form of observation and/or supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the performance criteria and range.

Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions for this unit.

**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation record by your assessor of you presenting progress reports to, and consulting with those to whom you report.
- Notes and minutes of relevant meetings.
- Papers you have produced.
- Your appraisal reports.
- Documented feedback from those to whom you report.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you resolved disagreements with those to whom you report.
- Witness testimony from those to whom you report on how you enhanced their trust and support.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

## U00106

## Create and maintain effective working relationships

## Unit Descriptor:

This unit describes the competence required to ensure that teams and individuals have effective working relationships. It covers what you should be doing to gain the trust and support of colleagues and team members and to gain the trust of your immediate manager.

**The unit describes the essential abilities of:**

- Team building
- Communicating effectively

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |  |   |
|--|---|
| 1. Gain the trust and support of colleagues and team members | <p>1.1 Communications with <b>colleagues</b> and <b>team members</b> about proposed activities take place at appropriate times and in a manner which encourages open frank discussion.</p> <p>1.2 Colleagues and team members are sufficiently informed about organizational plans and activities.</p> <p>1.3 Commitments made to colleagues and team members are realistic and honoured.</p> <p>1.4 The manner in which colleagues and team members are treated shows respect for individuals and the need for confidentiality</p> <p>1.5 Colleagues and team members receive sufficient support to achieve work objectives.</p> <p>1.6 Evaluations of output and behavior at work are discussed with colleagues and team members promptly and directly.</p> <p>1.7 Unexpected situations are dealt with effective and the appropriate persons are informed where necessary.</p> |
|--|---|

2. Gain the trust and support of one's immediate manager
- 1.8 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
  - 2.1 The immediate manager receives timely and accurate reports on activities, issues, progress, results and achievements.
  - 2.2 The **immediate manager** receives clear, accurate and timely information about emerging threats and opportunities.
  - 2.3 The immediate manager is consulted about organizational policies and ways of working at appropriate times.
  - 2.4 **Proposals** for action are realistic, clear and presented at an appropriate time.
  - 2.5 Where there are **disagreements** with the immediate manager, constructive efforts are made to resolve them.
  - 2.6 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary
  - 2.7 All work is carried out in an organized and efficient manner in accordance with organizational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Gain the trust and support of colleagues and team members****A. Colleagues:**

- (i) persons working at a lower level
- (ii) persons working at higher level
- (iii) persons working at the same level as the individual

**B. Team Members:**

- (i) persons with whom individual works to fulfill line or functional responsibilities

**Element 2: Gain the trust and support of one's immediate manager****C. Immediate Manager:**

- (i) the person(s) to whom the individual reports
- (ii) the organization or authority to which the person reports

**D. Proposals:**

- (i) oral
- (ii) written

**E. Disagreements:**

- (i) actual
- (ii) potential

**UNDERPINNING KNOWLEDGE AND SKILLS****Working Relationships**

1. Why gaining the trust and support of colleagues and team members are important for effective performance.
2. How to encourage good working relationships and a feeling that colleagues and team members are respected.
3. Why gaining the trust and support of one's immediate manager is important to effective performance.
4. What types of emerging threats and opportunities the immediate manager needs to be informed about and the degree of urgency attached to these.

**Planning**

5. Why commitments to colleagues need to be realistic and why they should be honoured.
6. What types of support colleagues and team members may require to achieve their objectives and how to respond effectively to these needs.

**Organisational Policies and Procedures**

7. What types of organizational policies and ways of working the manager needs to be informed about and what the appropriate methods of doing so are.

**Communication**

7. How to select appropriate times, methods and styles of consultation according to a range of issues and contexts.
8. What range of issues about which colleagues and team members need to be informed.
9. What range of communication methods is available and how to select methods appropriate to a range of issues and contexts.
10. Which types of information concerning colleagues and team members need to be treated confidentially and what procedures need to be followed to achieve this.
11. How to provide feedback in a way which will lead to a constructive outcome.
12. What types of disagreements may occur with the immediate manager and what are the methods of handling these in an appropriate manner.
13. Why the immediate manager needs to be kept informed of activities, progress, results and achievements.

**Communication.../Cont'd**

14. What range of communication methods can be used to keep the immediate manager informed and how to select an appropriate method according to the range of issues and contexts.
15. Which types of information concerning colleagues and team members need to be treated confidentially and what procedures need to be followed to achieve this.
16. How to provide feedback in a way which will lead to a constructive outcome.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Gain the trust and support of colleagues and team members**

Totally through performance evidence in the form of observation and/or products of work or by performance evidence to cover all of the performance criteria and a minimum of:

- 2 items from the range of A
- 1 item from the range of B

**Element 2: Gain the trust and support of one's immediate manager**

By performance evidence to cover **all** of the performance criteria and a minimum of:

- 1 item from the range of C
- 1 item from the range of D
- 1 item from the range of E

*The following applies to Elements 1 and 2:*

By supplementary evidence in the form of questioning, and/or personal statement and/or witness testimony to cover the rest of the range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.



**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation record by your assessor of you presenting progress reports to, and consulting with those to whom you report.
- Notes and minutes of relevant meetings.
- Papers you have produced.
- Your appraisal reports.
- Documented feedback from those to whom you report.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you resolved disagreements with those to whom you report.
- Witness testimony from those to whom you report on how you enhanced their trust and support.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

**U06902****Provide and maintain a counter/take-away service**

Unit Descriptor:

This unit describes the competence required to provide and maintain a counter/take-away service.

**The unit describes the essential abilities of:**

- Responding to customer needs
- Communicating effectively
- Problem solving
- Working in a safe and hygienic manner
- Meeting legal requirements

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

1. Take and serve customer orders

- 1.1 **Customers** are greeted and dealt with promptly in a polite and helpful manner at all times.
- 1.2 Accurate **information** is given to meet **customers'** needs and to promote establishment's products and services.
- 1.3 Customers' requirements are identified correctly, recorded and dealt with in accordance with service operation.
- 1.4 Food is portioned and served using clean, undamaged service equipment of the appropriate type.
- 1.5 Customers' orders are completed and packaged correctly in line with service operations.
- 1.6 Operational standards are fully maintained at all times in accordance with establishment's products and service.
- 1.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.

2. Maintain take-away service areas during service
- 1.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
  - 2.1 Customers are greeted and dealt with in a polite and helpful manner at all times.
  - 2.2 All **service equipment** and utensils necessary to provide the take-away service are made available and fully maintained.
  - 2.3 Service areas are kept tidy and free from rubbish and food debris during service in line with food safety and hygiene regulations.
  - 2.4 Sufficient stocks of **service items** are made available and maintained throughout the service.
  - 2.5 Food and drink items and condiments are replenished when appropriate.
  - 2.6 Food and drink items are stored and displayed in accordance with established service style.
  - 2.7 Refuse and waste containers are emptied as required in accordance with food, safety and hygiene regulations.
  - 2.8 Service equipment and service areas are cleaned correctly and closed down after use.
  - 2.9 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
  - 2.10 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Take and serve customer orders**

- A. Customers are greeted:**
- (i) by phone
  - (ii) in person
- B. Customers:**
- (i) children
  - (ii) adults
  - (iii) persons with special needs, e.g. visually impaired, hearing impaired, mobility impaired, medical conditions (diabetics)
  - (iv) unexpected
  - (v) regular
  - (vi) large parties
- C. Information:**
- (i) items available
  - (ii) food composition
  - (iii) prices
  - (iv) special offers
  - (v) promotions
- D. Unexpected situations:** *(Also applies to element 2)*
- (i) equipment faults
  - (ii) customer incidents
- E. Regulations:** *(Also applies to element 2)*
- (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
  - (ii) Organisational
  - (iii) Safety and hygiene regulations (e.g. (HACCP)

**Element 2: Maintain take-away service areas during service**

- F. Service equipment:**
- (i) refrigerators
  - (ii) display units
  - (iii) hot display units
- G. Service items:**
- (i) serviettes
  - (ii) take-away food
  - (iii) packaging
  - (iv) disposable cutlery
  - (v) straws

**H. Condiments and accompaniments:**

- (i) seasonings
- (ii) sugars/sweeteners
- (iii) convenience sauces

**UNDERPINNING KNOWLEDGE AND SKILLS****Health and Safety**

1. Why it is important to use clean, undamaged service equipment.
2. Why all service equipment should be left clean after service.
3. Why waste must be handled and disposed of correctly.
4. Where and from whom health and safety information can be obtained.

**Product knowledge**

5. Why correct portioning of food items is important.
6. Why it is important to store and display food and drink items correctly.
7. Why information given to customers should be accurate.
8. Why a constant stock of service items and accompaniments must be maintained.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Take and serve customer orders**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 6 and a minimum of:

- All items from the range of A
- 2 items from the range of B
- 3 items from the range of C

**Element 2: Maintain take-away service areas during service**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 8 and a minimum of:

- All items from the range of F
- All items from the range of G
- 2 items from the range of H

*The following applies to Elements, 1 and 2:*

By supplementary evidence in the form of questioning, and/or role play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation reports by your assessor of how you take and serve customers orders and maintain take-away service areas during service.
- Copies of written communication to and from customers.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you take and serve customers orders and maintain take-away service areas during service.
- Witness statements from customers, colleagues and line managers that provide evidence of how you take and serve customers orders and maintain take-away service areas during service.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation **not** allowed for any performance evidence within this unit.



## U00406

**Maintain payment point for cash and non-cash payments**

## Unit Descriptor:

This unit describes the competence required to maintain payment point and handle cash and non-cash payments.

**The unit describes the essential abilities of:**

- Communicating effectively
- Responding to customer needs
- Problem solving
- Operating within organisational procedures
- Meeting legal requirements

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

## 1. Maintain payment point for cash and non-cash payments

- 1.1 All customers are dealt with in a polite and helpful manner at all times.
- 1.2 All equipment and **relevant materials** required in the **payment point** are available and ready for use.
- 1.3 Payment point is maintained during service and replenished with relevant materials at the appropriate time.
- 1.4 Payment point contents are made available for authorised collection during service.
- 1.5 Customers are informed politely and promptly of any delays where appropriate.
- 1.6 The payment point is closed down in accordance with appropriate organisational procedures.
- 1.7 **Unexpected situations** are dealt with effectively and the appropriate persons informed where necessary.

2. Handling cash and non-cash payments
- 1.8 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
  - 2.1 Customers are dealt with in a polite and helpful manner at all times.
  - 2.2 All relevant information is entered into the **payment point** correctly.
  - 2.3 The customer is informed of the payment amount.
  - 2.4 Receipt of payment is acknowledged and validated where necessary.
  - 2.5 Non-cash **payments** are accepted, validated, completed accurately and authorized in accordance with organizational procedures.
  - 2.6 Cash payments are accurately transacted and in accordance with statutory regulations.
  - 2.7 Payment documents are stored in a secure, approved location in accordance with organizational procedures.
  - 2.8 The transaction is carried out in the optimum time and the **relevant confirmation** is given to the customer.
  - 2.9 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 2.10 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Maintain payment point for cash and non-cash payments****A. Payment Point:** *(Also applies to element 2)*

- (i) computerised
- (ii) electronic
- (iii) manual

**B. Relevant Materials:**

- (i) cash
- (ii) cash equivalents
- (iii) relevant stationery (e.g. receipt rolls, bills, audit rolls, note pads)

**C. Unexpected Situations:** *(Also applies to element 2)*

- (i) discrepancy in payment
- (ii) discrepancy in change
- (iii) suspected fraud

**D. Legal Requirements:** *(Also applies to element 2)*

- (i) current relevant legislation relating to dealing with cash and non-cash and safe and hygienic working practices.

**Element 2: Handling cash and non-cash payments****E. Payments:**

- (i) cash
- (ii) cheques
- (iii) credit cards
- (iv) debit cards
- (v) cash equivalent
- (vi) charge cards

**F. Relevant confirmation:**

- (i) receipt
- (ii) bill
- (iii) tokens/vouchers

**UNDERPINNING KNOWLEDGE AND SKILLS****Health and Safety**

1. What security procedures are applicable to the operation of a payment point.

**Working Practices**

2. What appropriate organizational procedures must be adhered to when maintaining a payment point.
3. What the appropriate organizational procedures are regarding the handling of payments.
4. Why it is important to know the procedures to follow when dealing with errors in handling cash and non-cash payments.

**Communication**

5. What the consequences are of unreported errors when maintaining a payment point.
6. What the consequences re of unreported errors when handling cash and non-cash payments.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Maintain payment point for cash and non-cash payments**

Totally through performance evidence in the form of observation, or by performance evidence in the form of observation to cover criteria 1, 2, 3, 4, 6 or by performance evidence in the form of observation to and a minimum of:

- 1 from the range of A
- 2 from the range of B

**Element 2: Handling cash and non-cash payments**

Totally through performance evidence in the form of observation, or by performance evidence in the form of observation to cover criteria 1 to 6 or by performance evidence in the form of observation to and a minimum of:

- 2 from the range of E
- 1 from the range of F

*The following applies to Elements 1 and 2:*

Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and the range.

Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

**(2) Methods of Assessment****Examples of Performance Evidence**

- Observation reports by assessors of how you handle cash and non-cash payments.
- Copies of written communication to and from customers.

**Examples of Supplementary Evidence**

- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statements from customers, colleagues, line managers that provide evidence of how you handle cash and non-cash payments.
- A personal statement describing how you handle cash and non-cash payments.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

## U12501 Prepare and clear areas for counter/take-away service

### Unit Descriptor:

This unit describes the competence required to ensure the smooth preparation and clearing of areas for counter/take-away service.

#### The unit describes the essential abilities of:

- Responding to customer needs
- Communicating effectively
- Problem solving
- Operating within organisational procedures
- Meeting legal requirements

### ELEMENT

### PERFORMANCE CRITERIA

*To be competent you must achieve the following:*

- |  |  |
|--|--|
| 1. Preparing areas for counter/take-away service | 1.1 <b>Work areas and service equipment</b> are hygienic, clean and ready for use.   |
|  | 1.2 <b>Service items</b> are clean, free from damage and in an adequate supply.  |
|  | 1.3 Appropriate service equipment is switched on in time to reach the correct operating temperature and any faults are reported to the appropriate person(s).    |
|  | 1.4 Chilled food and drink items for service are stored and displayed in line with appropriate operational procedures.   |
|  | 1.5 <b>Condiments and accompaniments</b> are prepared ready for service and displayed in line with safety and hygiene regulations and organisational procedures. |
|  | 1.6 <b>Promotional materials</b> are displayed and checked ready for customer use  |
|  | 1.7 Refuse and waste food containers are hygienic, clean and ready for use.  |

- 1.8 Hot food is displayed immediately before service, in line with appropriate operational procedures.
- 1.9 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.10 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.
2. Clear areas after counter/take-away service
- 2.1 All perishable food and drink items are returned to the kitchen or storage area immediately in line with food safety and hygiene regulations..
- 2.2 All appropriate **service equipment** is switched off immediately after service.
- 2.3 **Re-usable service items** from food service are assembled for cleaning and stored correctly.
- 2.4 **Condiments and accompaniments** for future use are stored in line with food safety and hygiene **regulations**.
- 2.5 Rubbish, used disposable and waste food are disposed of in line with food hygiene requirements.
- 2.6 **Work areas** and service equipment are clean, free from damage and ready for future use.
- 2.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 2.8 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.



**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Preparing areas for counter/take-away service**

- A. Work areas:** *(also applies to element 2)*
- (i) service area
  - (ii) seated area
  - (iii) waiting area
- B. Service equipment:** *(also applies to element 2)*
- (i) display units
  - (ii) heated units
  - (iii) refrigerated units
- C. Service items:**
- (i) table linen
  - (ii) crockery
  - (iii) cutlery
  - (iv) silverware
  - (v) glassware
  - (vi) trays
  - (vii) ashtrays
  - (viii) napkins
  - (ix) table decorations
  - (x) condiments
  - (xi) promotional items
  - (xii) plastic ware
- D. Condiments and accompaniments:** *(also applies to element 2 – except item iv)*
- (i) seasonings
  - (ii) sugars/sweeteners
  - (iii) prepared sauces/dressings
  - (iv) prepared bread items
- E. Promotional items:**
- (i) menus
  - (ii) posters
  - (iii) black/white board
  - (iv) illustrated menu board
  - (v) promotional materials showing special offers
- F. Unexpected situations:**
- (i) equipment faults
  - (ii) insufficient supply of service items
  - (iii) short staff

**G. Regulations:**

- (i) legislation
- (ii) manufacturer
- (iii) supplier

**Element 2: Clear areas after counter/take-away service****H. Re-usable service items:**

- (i) trays
- (ii) crockery
- (iii) cutlery
- (iv) ashtrays
- (v) service utensils
- (vi) food containers
- (vii) table linen
- (viii) napkins
- (ix) glassware
- (x) plastic ware
- (xi) table decorations

**I. Unexpected situations:**

- (i) equipment faults
- (ii) customer incidents

**J. Legal requirements:**

- (i) current legislation relating to safe and hygienic practices when clearing areas for counter/take-away

**K. Regulations:**

- (i) Legislation: (Health and Safety Act;)
- (ii) organisational
- (iii) safety and hygiene regulations (e.g. HACCP)

**UNDERPINNING KNOWLEDGE AND SKILLS**

1. Why waste must be handled and disposed of correctly.
2. Why presentation standards must be maintained in the display of food.
3. Why it is important to check expiry dates on appropriate food and drink items.
4. Why all promotional material should be checked before use.
5. Why a constant stock of service items should be maintained for counter/take-away service.
6. Why it is important to have the correct serving equipment available for service.
7. Why certain electrical equipment should be turned off after service.
8. Why all perishable food and drink items should be returned to the kitchen and storage area immediately after service.
9. Why all service areas should be left clean after service.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Prepare area for counter/take-away service**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 8 and a minimum of:

- 2 items from the range of A
- 1 item from the range of B
- 5 items from the range of C
- 3 items from the range of D
- 1 item from the range of E

**Element 2: Clear areas after counter/take-away service**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 6 and a minimum of:

- 2 items from the range of A
- 2 items from the range of C
- 4 items from the range of H

*The following applies to Elements, 1 and 2:*

By supplementary evidence in the form of questioning, and/or role play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation reports by your assessor of how you prepare areas for counter/take-away service.
- Observation reports by your assessor of how you clear areas after counter/take-away service.
- Copies of written communication to and from customers.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare areas for and clear areas after counter/take-away service.
- Witness testimony from customers, colleagues and line managers that provide evidence of how you prepare areas for and clear areas after counter/take-away service.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation **not** allowed for any performance evidence within this unit.

**U12601****Prepare and clear table and service areas**

Unit Descriptor:

This unit describes the competence required in preparing and clearing tables and service areas.

**The unit describes the essential abilities of:**

- Responding to customer needs
- Ensuring the safe use of equipment
- Problem solving
- Operating within organisational procedures
- Meeting the requirements of legislation

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |   |   |
|---|---|
| 1. Prepare service areas and equipment for table/tray service | 1.1 <b>Service areas</b> are hygienic, clean and ready for use.   |
|   | 1.2 <b>Service items</b> are selected and of the appropriate type.  |
|   | 1.3 Service items are clean, free from damage and in adequate supply.   |
|   | 1.4 <b>Service equipment</b> is clean, free from damage, correctly located and where appropriate switched on ready for use.     |
|   | 1.5 <b>Condiments and accompaniments</b> are prepared ready for service and selections are appropriate for menu and function.   |
|   | 1.6 Linen is appropriate, of the required standard and spread according to the organizational policy and function requirements. |
|   | 1.7 Refuse and waste food containers are hygienic, clean and ready for use.   |

- 1.8 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.9 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.
2. Prepare customer dining tables for table/tray service
- 2.1 Service area is checked and is clean, free from damage and correctly positioned in line with **service style**.
- 2.2 **Service items** are checked, and are clean free from damage and located ready for customer use.
- 2.3 Service items are placed in accordance with service style.
- 2.4 Menus and promotional items are checked and ready for customer use.
- 2.5 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 2.6 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.
3. Maintain dining and service areas
- 3.1 “No Smoking” zones are observed.
- 3.2 Customers are dealt with in a polite and helpful manner at all times.
- 3.3 Service areas are kept tidy and free from rubbish and food debris.
- 3.4 Customer dining areas are cleared of soiled and unnecessary **service items** at appropriate times.
- 3.5 Sufficient stocks of clean service items, **condiments and accompaniments** are maintained throughout the service.

- 3.6 Refuse and food waste containers are emptied as required.
- 3.7 Accidents/spillages are appropriately handled.
- 3.8 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 3.9 All work is prioritized and carried out in an organized and efficient manner in line with appropriate safety and hygiene **regulations** and organizational procedures.
4. Clear dining and service areas after food service
- 4.1 **Service items** are gathered for cleaning or stored correctly.
- 4.2 Used and soiled table and service linen are prepared for dispatch for laundry or stored correctly.
- 4.3 Food items, **condiments and accompaniments** for future use are in accordance with food hygiene regulations and appropriate organizational procedures.
- 4.4 All waste is disposed of correctly.
- 4.5 **Service equipment** is cleaned, correctly stored and where appropriate turned off.
- 4.6 Dining and service areas are left tidy and ready for cleaning.
- 4.7 Dining furniture is clean and ready for future use.
- 4.8 Environmental systems are turned off or set in accordance with organizational procedures.
- 4.9 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.



5. Secure food service area
- 5.1 Organisational procedures are followed in maintaining a secure food service environment for customers and staff.
  - 5.2 Storage areas are appropriately locked, admittance is allowed only to designated employees.
  - 5.3 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
  - 5.4 All work is prioritized and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Preparing service areas and equipment for table/tray service**

- A. Service areas:** *(also applies to element 2)*
- (i) customer dining areas
  - (ii) sideboards and trolleys
  - (iii) service preparation areas
  - (iv) bar area
- B. Place setting á la carte menu:**
- (i) table d'hôte menu
- C. Service items:** *(also applies to element 2, 3 and 4)*
- (i) table linen
  - (ii) crockery
  - (iii) cutlery
  - (iv) trays
  - (v) silverware
  - (vi) glassware
  - (vii) ashtrays
  - (viii) napkins
  - (ix) table decorations
  - (x) condiments
  - (xi) promotional items
- D. Service equipment:** *(also applies to element 4)*
- (i) hot plates/warmers
  - (ii) refrigerated units
  - (iii) hot/cold beverage service
  - (iv) utensils
  - (v) sideboards/side-tables
  - (vi) trolleys
- E. Condiments and accompaniments:** *(also applies to element 3 and 4)*
- (i) seasonings
  - (ii) sugars/sweeteners
  - (iii) prepared sauces/dressings
  - (iv) prepared bread items
- F. Unexpected situations:**
- (i) equipment faults
  - (ii) insufficient supplies of table and service items

- G. Regulations:** *(also applied to element 2, 4 and 5)*
- (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
  - (ii) Safety and hygiene regulations (e.g. HACCP)
  - (iii) organisational
  - (iv) manufacturer
  - (v) supplier

**Element 2: Prepare customer dining tables for table/tray service**

**H. Service style:**

- (i) table
- (ii) tray

**I. Food and service areas:** *(also applies to element 3 and 4)*

- (i) customer dining areas
- (ii) sideboards and trolleys
- (iii) service preparation areas
- (iv) bar area

**J. Unexpected situations:**

- (i) staff shortage
- (ii) inadequate table items
- (iii) breakage of glassware or flatware

**Element 3: Maintain dining and service areas**

**K. Unexpected situations:**

- (i) customer complaints
- (ii) customer incidents
- (iii) problem with food
- (iv) insufficient service items

**Element 4: Clear dining and service areas after food service**

**L. Unexpected situations:**

- (i) equipment faults
- (ii) problems with food
- (iii) customer related incident

**Element 5: Secure food service area**

**M. Security of:**

- (i) food service and bar supplies/stocks
- (ii) physical assets in food service area
- (iii) bar and restaurant's customers and staff

**Element 5: Secure food service area.../Continued****N. Unexpected situations:**

- (i) undesirable persons in restaurant
- (ii) security of customers and staff threatened

**UNDERPINNING KNOWLEDGE AND SKILLS**

1. Why waste must be handled and disposed of correctly.
2. Why condiments and accompaniments should be prepared ready for service.
3. When to prepare dining areas and equipment for service.
4. Why all service items should be checked before service.
5. Why menus and promotional items should be checked before use.
6. Why a constant stock of service items should be maintained
7. Why all service areas should be kept tidy and free from rubbish and food debris.
8. Why ‘No Smoking’ zones should be observed.
9. Why customer dining areas should be cleared of soiled and un-required service items at appropriate times.
10. Why refuse and waste containers should be emptied.
11. Why sufficient stocks of clean service items, condiments and accompaniments should be maintained throughout the service.
12. Why all food service areas should be left clean after service.
13. Why certain electrical equipment should be turned off after service.
14. Who are the employees allowed in the storage areas.
15. What organisational procedures are for maintaining a secure restaurant environment for customers and staff.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Prepare service areas and equipment for table/tray service**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- 3 items from the range of A
- 1 item from the range of B
- 5 items from the range of C
- 3 items from the range of D
- 3 item from the range of E

**Element 2: Clear areas after counter/take-away service**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 4 and a minimum of:

- 5 items from the range of C
- 1 item from the range of H

**Element 3: Maintain dining and service areas**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- 2 items from the range of I
- 6 items from the range of C
- 3 items from the range of E

**Element 4: Clear dining and service areas after food service**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- 1 item from the range of A
- 6 items from the range of C
- 3 items from the range of D
- 3 items from the range of E

**Element 5: Secure food service area**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 7 and a minimum of:

- 1 item from the range of A
- 6 items from the range of C
- 3 items from the range of D
- 3 items from the range of E

*The following applies to Elements: 1, 2,3, 4 and 5:*

By supplementary evidence in the form of questioning, and/or role play and/or witness testimony to cover **all** the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation reports by your assessor of how you prepare service areas for table/tray service.
- Observation reports by your assessor of how you prepare customer dining tables for table/tray service.
- Observation reports by your assessor of how you maintain dining and service areas
- Observation reports by your assessor of how you clear dining and service areas after food service.
- Observation reports by your assessor of how you secure food service area.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare service areas and customer dining tables for table/tray service, how you maintain dining and service areas, clear dining and service areas after food service and how you secure food service area for table/tray service.
- Witness testimony from customers, colleagues and line managers of how you prepare service areas and customer dining tables for table/tray service, how you maintain dining and service areas, clear dining and service areas after food service and how you secure food service area for table/tray service.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement;
- Simulation **not** allowed for any performance evidence within this unit.



**U12701****Prepare and maintain areas for drinks service in licensed premises**

Unit Descriptor:

This unit describes the competence required to ensure the preparation and maintenance of areas for drinks service in licensed premises.

**The unit describes the essential abilities of:**

- Responding to customer needs
- Operating within organisational procedures
- Problem solving
- Meeting the requirements of legislation
- Communicating effectively

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |                                       |  |
|---------------------------------------|--|
| 1. Prepare customer and service areas | <p>1.1 <b>Stocks for drinks service</b> are stored, rotated and replenished to the required levels.</p> <p>1.2 <b>Drink accompaniments</b> are prepared and stored ready for service.</p> <p>1.3 <b>Service equipment</b> and <b>electrical equipment</b> required for service are clean, free from damage and ready for use.</p> <p>1.4 <b>Signage and promotional material</b> are accurate, clean and free from damage and displayed correctly.</p> <p>1.5 <b>Customer and service areas</b> are checked and are clean, tidy and ready for service.</p> <p>1.6 Service areas are checked and secured from unauthorised access.</p> <p>1.7 <b>Unexpected situations</b> are dealt with effectively and the appropriate person(s) are informed where necessary.</p> |
|---------------------------------------|--|

2. Maintain customer and service areas
- 1.8 All work is carried out in an organized and efficient manner in line appropriate with safety and health regulations and organisational procedures.
  - 2.1 **Drink stocks** and **drink accompaniments** are stored and replenished or disposed of in line with appropriate organisational procedures.
  - 2.2 **Service equipment** is clean and stored correctly.
  - 2.3 **Electrical equipment** and machines are turned off in line with appropriate organisational procedures.
  - 2.4 **Customer and service areas** are tidy, free from rubbish and ready for cleaning.
  - 2.5 Customers and service areas are secured from unauthorised access.
  - 2.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary
  - 2.7 All work is carried out in an organized and efficient manner in line with appropriate organisational procedures and health and safety **regulations**.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Prepare customer and service area****A. Stocks for drinks service:** *(also applies to element 2)*

- (i) bottled beers
- (ii) wines and spirits
- (iii) soft drinks
- (iv) minerals/juices
- (v) hot drinks
- (vi) sundry items

**B. Drinks accompaniments:** *(also applies to element 2)*

- (i) ice
- (ii) decorative items for drinks
- (iii) foods garnishes for drinks
- (iv) accompaniments for hot drinks

**C. Service equipment:** *(also applies to element 2)*

- (i) bottle openers/cork screws
- (ii) optics
- (iii) measures/pourers
- (iv) glassware glasses, ashtrays)
- (v) drip trays and drip mats
- (vi) ice buckets and tongs
- (vii) knives and chopping boards
- (viii) coasters and drinks mats

**D. Electric equipment:** *(also applies to element 2)*

- (i) refrigerated units
- (ii) washing machines

**E. Signage and promotional materials:**

- (i) drinks menu
- (ii) promotional displays

**F. Customer and service areas:** *(also applies to element 2)*

- (i) counters and shelves
- (ii) floors
- (iii) waste bins
- (iv) bottle containers
- (v) tables and chairs

- G. Unexpected situations:** *(also applies to element 2)*
- (i) equipment faults
  - (ii) breakages of stock
- H. Regulations:** *(also applies to element 2)*
- (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
  - (ii) Safety and hygiene regulations (e.g. HACCP)
  - (iii) organisational

**UNDERPINNING KNOWLEDGE AND SKILLS**

1. Why and to whom breakages should be reported.
2. Why it is essential to check the expiry dates on stock items.
3. Why refrigeration units should be maintained at the correct temperature.
4. Why correct storage and rotation procedures should be followed.
5. Why service areas must be secured from unauthorised access at all times.
6. Why a constant stock of drinks and accompaniments must be maintained.
7. Why service areas should be left tidy and free from rubbish after service.
8. Why waste must be handled and stored correctly.
9. Why certain electrical equipment must be turned off after service.
10. Why customer service areas must be secured from unauthorised access after service.
11. Why spillages and breakages must be reported to the appropriate person.
12. Why correct storage and rotation procedures must be followed for food and drinks stocks.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Prepare customer and service areas**

Totally through performance evidence in the form of observation to cover all of the performance criteria 1 to 6 and a minimum of:

- All items from the range of A
- 4 items from the range of B
- 6 items from the range of C
- 1 item from the range of D
- 1 item from the range of E
- All items from the range of F

**Element 2: Maintain customer and service areas**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 5 and a minimum of:

- All items from the range of A
- 4 items from the range of B
- 6 items from the range of C
- 1 item from the range of D
- All items from the range of F

*The following applies to Elements 1 and 2:*

By supplementary evidence in the form of questioning, and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation record by your assessor of how you prepare and maintain customer and service areas.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you prepare and maintain customer and service areas
- Witness testimony from colleagues, line manager that you provide evidence of how you prepare and maintain customer and service areas.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.

**U12801****Take and serve beverage orders**

Unit Descriptor:

This unit describes the competence required to ensure accurate and efficient taking and serving beverage orders.

**The unit describes the essential abilities of:**

- Responding to customer needs
- Communicating effectively
- Problem solving
- Operating within organisational procedures
- Meeting the requirements of legislation

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

1. Take beverage orders

- 1.1 **Customers** are greeted with a smile and attended to without delay in a polite and helpful manner at all times.
- 1.2 Customers are assisted in making choice of **beverage** and the information given is accurate.
- 1.3 **Beverage orders are taken** in accordance with organisational procedures.
- 1.4 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
- 1.5 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.



2. Place and pick up beverage orders
  - 2.1 Orders are placed and picket up in accordance with organisational procedures.
  - 2.2 Guests are informed politely and promptly of any delay in supplying orders.
  - 2.3 **Beverage** collected is consistent with orders taken.
  - 2.4 **Service items** are clean, undamaged and of the appropriate type.
  - 2.5 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary
  - 2.6 All work is carried out in an organized and efficient manner in line with appropriate organisational procedures and health and safety **regulations** and organisational procedures.
  
3. Serve beverage
  - 3.1 **Customers** are served without delay in a polite and helpful manner at all times in line with service style.
  - 3.2 **Beverages** served are consistent with orders and meet customers' requirements.
  - 3.3 Service items are clean, undamaged and of the appropriate type.
  - 3.4 **Unexpected situations** are dealt with effectively and the appropriate people informed where necessary.
  - 3.5 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene **regulations** and organisational procedures.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Take beverage orders: (also applies to element 2)****A. Beverage orders taken by:**

- (i) key system
- (ii) written records
- (iii) memory

**B. Customers: (also applies to elements 2 and 3)**

- (i) adults
- (ii) children
- (iii) persons with special needs e.g., (visually impaired, hearing impaired, mobility impaired, medical conditions (diabetic).

**C. Beverages: (also applies to element 2 and 3)**

- (i) hot beverage (tea, coffee)
- (ii) cold beverage
- (iii) carbonated beverage
- (iv) alcoholic
- (v) non-alcoholic
- (vi) non-alcoholic
- (vii) juices

**D. Service Areas: (also applies to elements 2)**

- (i) dining room
- (ii) snack bar
- (iii) conference room
- (iv) hospitality room
- (v) ballroom

**E. Unexpected Situations: (also applies to elements 2 and 3)**

- (i) customer incidents
- (ii) equipment faults
- (iii) short staff

**F. Regulations: (also applies to elements 2 and 3)**

- (i) Legislation: (Health and Safety Act; Occupiers Liability Act;)
- (ii) safety and hygiene regulations (e.g. HACCP)
- (iii) organisational

**Element 2: Place and pick up beverage orders****G. Service items:** *(also applies to element 3)*

- (i) table linen
- (ii) crockery
- (iii) cutlery
- (iv) trays
- (v) silverware
- (vi) glassware
- (vii) ashtrays
- (viii) napkins
- (ix) table decorations
- (x) condiments
- (xi) promotional items

**H. Unexpected situations:**

- (i) equipment faults
- (ii) breakages of stock

**UNDERPINNING KNOWLEDGE AND SKILLS**

*You need to understand:*

1. Why customers should be informed politely and promptly of any delays in supplying orders.
2. What are the beverages available, the content, flavor and costs.
3. Why service items should be clean and undamaged.
4. Why beverages should be consistent with orders and meet customers' requirements.
5. What are the organisational procedures for taking beverage orders
6. What are the organisational procedures for handling customer complaints.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

**Element 1: Take beverage orders**

Totally through performance evidence in the form of observation to cover all of the performance criteria 1 to 3 and a minimum of:

- 2 items from the range of A
- 2 items from the range of B
- All items from the range of C
- 2 items from the range of D

**Element 2: Place and pick up beverage orders**

Totally through performance evidence in the form of observation or by performance evidence in the form of observation to cover performance criteria 1 to 4 and a minimum of:

- All items from the range of A
- 2 items from the range of B
- 2 items from the range of C
- 6 item from the range of D

*The following applies to Elements 1, 2 and 3:*

By supplementary evidence in the form of questioning, and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.

Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

**(2) Methods of Assessment**

**Performance Evidence** for this unit could include:

- Observation record by your assessor of how you take, place and pick up and serve beverage orders.

**Supplementary evidence** for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you take, place and pick up and serve beverage orders.
- Witness testimony from colleagues, line manager that you take, place and pick up and serve beverage orders.

**Knowledge and understanding evidence** for this unit could include:

- Answers to questions given to you by your assessor.

**(3) Context of Assessment**

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.