

U005201**Clean and store glassware**

Unit Descriptor:

This unit describes the competence required to clean and store glassware.

The unit describes the essential abilities of:

- Knowing how to clean glassware correctly
- Knowing how to use cleaning equipment and machines correctly
- Ensuring correct handling of damaged or broken glassware
- Knowing how to correctly store glassware.

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Cleaning glassware

- 1.1 **Glassware** is emptied and assembled ready for cleaning.
- 1.2 Cleaning equipment or machinery is clean, free from damage and ready for use - and correct cleaning materials are diluted where appropriate and ready for use.
- 1.3 Glassware is cleaned, using an appropriate **cleaning method**, at the correct temperature and, finished glassware is clean, dry and free from damage.
- 1.4 Damaged or broken glassware is promptly reported to appropriate person(s) and is disposed of correctly.
- 1.5 Waste or dirty water is disposed of correctly.
- 1.6 Cleaning equipment or machines are left clean, dry and free from damage and ready for future use.

- 1.7 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
- 1.8 All work is carried out in an organised and efficient manner in accordance with organisational procedures and **legal requirements.**
2. Storing glassware
- 2.1 **Glassware** is handled carefully at all times.
- 2.2 Glassware is clean, dry and free from damage and where appropriate, polished before safe storage in correct locations.
- 2.3 Storage areas are kept clean, tidy and free from rubbish.
- 2.4 Damaged or broken glassware is promptly reported to appropriate person(s) and is disposed of correctly.
- 2.5 **Unexpected situations** are dealt with effectively and the appropriate persons informed where necessary
- 2.6 All work is carried out in an organized and efficient manner in accordance with organizational procedures and **legal requirements.**

RANGE STATEMENT

You must cover the items below:

Element 1: Clean glassware**A. Glassware Collections:** *(Also applies to Element 2)*

- (i) glasses
- (ii) ashtrays
- (iii) water jugs

B. Cleaning method:

- (i) by machine
- (ii) by hand

C. Unexpected situations: *(Also applies to Element 2)*

- (i) equipment faults
- (ii) breakage
- (iii) accidents

D. Legal requirements: *(Also applies to Element 2)*

- (i) Current relevant legislation relating to safe and hygienic working practices when handling cleaning equipment and materials.

UNDERPINNING KNOWLEDGE AND SKILLS**Health and safety**

1. Why extra care must be taken when washing glassware by hands.
2. Why waste or dirty water must be handled and disposed of correctly.
3. Where the first aid kit is located.
4. Why and to whom breakages should be reported.

Customer Care

5. Why it is important to deal with guests in a polite and appropriate manner.

Organisational procedures

6. How to dispose of broken glass correctly.
7. Why and to whom accidents should be reported
8. Why storage areas should be kept clean and tidy at all times.
9. Why glassware should be checked for cracks or chips before storage.

Food Hygiene

10. Why ashtrays should be cleaned separately from other glassware

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: Clean glassware

Totally through performance evidence in the form of observation and/or by performance evidence in the form of observation to cover performance criteria 2,3,5,6 and a minimum of:

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

Element 2: Store glassware

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

- 2 items from the range of A

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 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 on how you clean and store glassware.

Supplementary evidence for this unit could include:

- Answers to written or oral questions from your assessors.
- Personal statements describing how you clean and store glassware.
- Witness testimony from those to whom you report on how you clean and store glassware.

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.