

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.