

2155 Contribute to the effectiveness of food retail operations

SQA Unit Code

F2JT 04

Level 2

SCQF Level 5

Credit value 5

Unit Summary

This unit is about organising basic tasks and work activity within an already planned retail schedule, it is also about contributing to improvements in a food & drink retail environment. Food & drink retail may involve one or more areas like serving customers, displaying products, preparing and selling take-away foods, serving at fast food counters or at tables.

You will organise tasks so that part of a retail schedule can be worked through efficiently. You will need to make a contribution towards identifying opportunities for improvements in an aspect of retail practice.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show:
<p>1. Organise your own activities within food & drink retail operations</p> <p>This means you:</p> <p>Obtain correct instructions and specifications for your retail work schedule</p> <p>Organise your work activity to make the best use of resources within operational requirements</p> <p>Report any resource deficiencies to the relevant person</p> <p>Check that your retail work schedule is realistic and achievable within the constraints of the workplace</p> <p>Check that your activity meets health, safety and hygiene requirements and you use the appropriate personal protective clothing and</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of organising your own activities within food retail operations in accordance with workplace specifications</p> <p>This must include two types of resources e.g. time, materials, space, equipment</p>

equipment	
<p>2. Contribute to the improvement of food & drink retail operations</p> <p>This means you:</p> <p>Make a positive contribution to recognising improvements in retail operations</p> <p>Gather accurate information about possible improvements</p> <p>Suggest improvements which are required and realistic</p> <p>Share ideas for improvements with the relevant people and react positively to feedback you receive</p> <p>Communicate your ideas in enough detail to allow further action to be agreed</p>	<p>Evidence of contributing to the improvement of food retail operations in accordance with workplace procedures</p>

You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.

1. Your duties under hygiene and health & safety requirements and what might happen if they are not met
2. How and where to get relevant work instructions, schedules and specifications
3. Importance of organising activities within a schedule to the best results
4. How to organise work activities efficiently and alter these if there are to changes in retail needs
5. How to organise work activities so that products are always at their best when they are sold
6. How, where and when to for make helpful suggestions for possible improvements to retail operations
7. Why continuous improvement is necessary and the benefits from it
8. How to identify the benefits from improvements in the short and long term
9. Where and when to get help and advice
10. What the lines and methods of effective communication are and why it is important to communicate effectively

Evidence of performance may employ examples of the following assessment:

- observation

- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written