

## 3158 Serve on a specialist food retail counter

**SQA Unit Code**

**F7KP 04**

**Level 3**

**SCQF Level 6**

**Credit value 4**

### Unit Summary

This unit is about serving on a delicatessen counter in a way that is safe, efficient and customer-focused. It covers the skills required to set up a counter area, assist customers with purchases and maintain the counter area.

This unit is for you if you serve on a delicatessen counter providing food products such as meat, cheese or seafood.

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. Set up a counter area</p> <p>This means you:</p> <p>Prepare and organise your work area and the tools and equipment you will need so that you can work safely, hygienically and efficiently</p> <p>Check that the display area is adequate and appropriate for the food products being displayed</p> <p>Ensure that the specified quantities of products and materials are stocked</p> <p>Check that stock levels are adequate, free from damage and arranged ready for sale</p> <p>Check that all displayed food products are clean and visually appealing</p> <p>Ensure that food products are clearly and accurately labelled and are in line with legal requirements</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b></p> <p>Evidence of setting up a counter area as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>Maintain food safe working conditions</p>	
<p>2. Assist customers with purchases</p> <p>This means you:</p> <p>Provide guidance on storage and usage of food products</p> <p>Provide customers with information on the origins of food products</p> <p>Provide customer with suitable alternatives when requested items are out of stock</p> <p>Advise customers on selecting food products based on dietary needs within the limits of your role</p> <p>Weigh out orders according to customer requests</p> <p>Determine the weight of products by price</p> <p>Respond to customer complaints within the limits of your authority</p>	<p>Evidence of assisting customers with purchases as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>3. Maintain the counter area</p> <p>This means you:</p> <p>Carry out work safely in line with health and safety requirements</p> <p>Ensure that food products are not displayed beyond their sell by date</p> <p>Carry out the appropriate procedures if expired products are found</p> <p>Follow the required procedures for stock rotation</p> <p>Take effective action when stocks have run out</p> <p>Ensure that food products are stored at the proper temperature and environment</p> <p>Check that all tools and equipment are clean and</p>	<p>Evidence of maintaining the counter area as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

working properly

Take effective action when equipment is not working properly

Maintain food safe working conditions

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. The potential food safety hazards and appropriate control procedures associated with serving on a delicatessen counter
2. How to operate and maintain the service equipment associated with your role
3. How to operate and maintain the tools and equipment associated with your role
4. How to identify products that are ready for sale
5. The shelf life of the products for sale and how to maximise it
6. The difference between sell by and use by dates and why they are important
7. How to prevent and eliminate cross contamination
8. How to weigh out and calculate customer orders
9. How to effectively communicate with customers
10. The procedures for re-stocking food display products
11. How to identify and dispose of waste according to company procedures.

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