

2160 Provide a counter/take-away service		
SQA Unit Code		F9DD 04
Level 2	SCQF Level 4	Credit value 3

Unit Summary

This unit is about taking customers' orders and serving food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying food and drink items in the correct manner.

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: Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i>
<p>1. Serve customers at the counter</p> <p>This means you:</p> <p>Give your customers information that meet their needs and promotes your organisation's products and services</p> <p>Find out what your customers require, and if necessary tell them about any waiting time</p> <p>Process the order promptly</p> <p>Serve food and drink items at the recommended temperature</p> <p>Make sure there are appropriate condiments and accompaniments available for your customers</p>	<p>Evidence of serving customers at the counter in accordance with workplace procedures</p>
<p>2. Maintain counter and service areas</p> <p>This means you:</p> <p>Keep your work area tidy, hygienic and free from rubbish and food debris during service</p> <p>Maintain enough stocks of clean service items restock with food and drink items when necessary display and store food and drink items in line as required</p>	<p>Evidence of maintaining counter and service areas in accordance with workplace procedures</p>

Clear the work area of used and unrequired service items at the appropriate times dispose of rubbish, used disposable items and food debris during service	
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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. safe and hygienic working practices for serving customers at the counter and why these are important
2. why it is important to use separate serving equipment for each food item
3. why food and drink items must be served at the correct temperature
4. why portions must be controlled when serving customers
5. why information given to customers must be accurate
6. the types of unexpected situations that may occur when serving customers and how to deal with these
7. safe and hygienic working practices for cleaning and why these are important
8. why food is prepared first should be served first
9. why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service
10. why waste must be handled and disposed of correctly
11. why a constant stock of service items should be maintained
12. the types of unexpected situations that may occur when clearing away and how to deal with these

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