

2097 Prepare food product orders for customers		
SQA Unit Code		H3D4 04
Level 2	SCQF Level 5	Credit value 5

**Unit Summary**

This unit is about the skills needed for you to prepare food product orders for customers. It includes weighing, packing and labelling food products by hand to specific customer requirements in food and drink manufacture and/or supply operations. Preparing food product orders by hand is important to maintaining product quality and food safety and meeting specific customer requirements and is a key skill in sales outlets such as butchers, delicatessens, cheesemongers and greengrocers.

You will need to be able to identify customer requirements, weigh food products, prepare packaging and product for packaging. You must also be able to package and label the food product by hand to customer and organisational requirements.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the preparing of food product orders for customers.

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 <b>bold italics</b>
<p>1. Identify customer needs and prepare food product</p> <p>This means you:</p> <p>Adhere to organisational and regulatory requirements when preparing food orders for customers</p> <p>Identify the customer's needs and record them</p> <p>Check the customer's requests and identify whether all requests can be met</p> <p>Select bulk food products of the quality and size required to meet the customer's needs</p>	<p>Evidence of identifying customer needs and prepare food product as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>Minimise waste when cutting and preparing food products</p>	
<p>2. Weigh, package and wrap food product</p> <p>This means you:</p> <p>Put the food products on the weighing equipment in a way that meets hygiene and food safety requirements</p> <p>Read the displayed weight, check that it meets the customer's requirements and if necessary make adjustments to the product to meet those requirements</p> <p>Record the details of the food products provided for the order</p> <p>Select wrapping material to contain food products</p> <p>Package or wrap products to make sure the food product condition and integrity is protected</p> <p>Check that the order is complete and store it in the appropriate place ready for delivery or collection</p>	<p>Evidence of weighing, packaging and wrapping food product as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>You need to know and understand:</p> <p>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.</p>
<ol style="list-style-type: none"> <li>1. Why it is important to follow organisational standard operating procedures during the weighing and packing of food by hand</li> <li>2. How to identify customer needs and fulfil them accurately</li> <li>3. Why it is important to keep cooked and raw food products separate when weighing, labelling and packaging</li> <li>4. The relevant people to ask if you do not understand a customer's requirements</li> <li>5. Advantages and disadvantages of trimming to customer requirements</li> <li>6. Why it is important to check the cleanliness of tools and equipment</li> <li>7. How to use weighing equipment</li> <li>8. How to weigh food products accurately</li> <li>9. How to avoid contamination during the weighing and packing of food products by hand</li> <li>10. The packaging materials, tools and equipment needed to carry out packing of food products by hand</li> <li>11. The packaging options available for food products</li> <li>12. The regulatory requirements for food product labelling</li> </ol>

13. Why food products should be labelled clearly
14. How to handle the food products to maintain its quality
15. How to dispose of waste products from weighing and packaging operations
16. How ineffective weighing, packaging and labelling can lead to wastage, potential customer complaints and lost revenue
17. How to deal with operating problems within the limits of your responsibility

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