

2087 Process orders for goods in a food environment

SQA Unit Code

H3NM 04

Level 2

SCQF Level 5

Credit value 6

Unit Summary

This standard is about the skills needed for you to process orders for goods in food and drink manufacture and/or supply operations. Processing orders for goods is important when taking requests from customers for goods and doing everything necessary to meet these requests apart from physically picking out and despatching the goods.

You will need to be able to check the availability of goods for orders. You also need to show you can process customer orders.

This standard is for you if you work in food and drink manufacture and/or supply operations and are involved in processing customer orders.

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. Check the availability of goods for orders</p> <p>This means you:</p> <p>Accurately find out what the customer wants, through appropriate questions</p> <p>Identify the goods that will meet the customer's requirements and checking with the customer that these are satisfactory</p> <p>Find out who can supply the goods</p> <p>Give the customer information about the goods</p>	<p>Evidence of checking the availability of goods for orders in accordance with workplace procedures</p>
<p>2. Process customer orders</p> <p>This means you:</p> <p>Check the customer's identity and credit status</p>	<p>Evidence of processing customer orders in accordance with workplace procedures</p>

<p>Offer to order goods the customer requires which are not in stock, if appropriate</p> <p>Pass on the order to the people who are responsible for fulfilling it</p> <p>Give the invoicing information to the people who will issue the invoice</p> <p>If you cannot process an order, telling your manager why</p> <p>Tell the customer promptly and politely if their order cannot be delivered within the time originally agreed</p> <p>Store customers' details securely and only showing them to people who have a right to see them</p>	
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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. How to ask the right questions to find out exactly what the customer wants
2. How to check that there is enough stock to fulfil the order
3. Which items are held in stock and which are available by order
4. How to order stock to fulfil customer requests
5. How to check customers' identity and credit status
6. How long orders normally take to fulfil, and what to do if it is not possible to fulfil an order in the usual time
7. The information you must give to the people who will issue the invoice
8. The importance of customer confidentiality, how to store customers' personal and financial details securely, and who is entitled to see those detail

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