

2156 Assist with selling food retail products

SQA Unit Code

H497 04

Level 2

SCQF Level 4

SCQF Credit value 4

Unit Summary

The unit is about assisting with the sale of food and drink products. This will involve setting up and breaking down displays, assist with customer service and assembling 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:
<p>1. Assist with setting up and breaking down displays</p> <p>This means you:</p> <p>Select the right products and materials for the construction of displays</p> <p>Report products and materials not available for the construction to the relevant person</p> <p>Transfer the specified quantities of products and materials intended for display to the display area at the right time</p> <p>Position the products and materials for the display in line with instructions received</p> <p>Assist with dismantling the display and carry out associated cleaning in line with the instructions received</p> <p>Transfer left over products and materials from the dismantled displays to the correct locations</p> <p>Follow safe and hygienic working practices</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of assisting with setting up and breaking down of displays, including two different types of products and materials</p>
<p>2. Assist with customer service</p>	<p>Evidence of compliance with</p>

<p>This means you:</p> <p>Supply the required products and materials to the customer service area at the right time</p> <p>Report products and materials which cannot be supplied to the relevant person</p> <p>Transfer products and materials designated for return to storage to the correct location</p> <p>Provide assistance with the removal of customer service area in line with organisational requirements</p> <p>Assist with the maintenance of the customer service in line with organisational requirements</p> <p>Follow safe and hygienic working practices</p>	<p>workplace procedures for customer service</p>
<p>3. Assist with the assembly of customer orders</p> <p>This means you:</p> <p>Obtain customer order details, and accurately identify and confirm the quantities, quality and types of products requested as being available</p> <p>Locate the products assigned for customer orders and collect them for assembly</p> <p>Report products which are not available for customer orders to the relevant person</p> <p>Supply details of the weight, number and class of products for customer orders to the relevant person</p> <p>Assist with the despatch of orders in accordance with instructions received</p> <p>Follow safe and hygienic working practices</p>	<p>Evidence of assisting with the assembly of customer orders, including two different types of orders</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. How to dismantle displays and carry out associated cleaning
2. How to clean the product display area after use
3. What materials to put on product display areas
4. How to position products on the stand in the display
5. How to dispose of products and materials
6. How to transfer products and materials to and from display locations
7. Why it is important to move products and materials to the customer service area
8. How to transport products and materials into storage
9. Why products and materials assigned for storage should be transferred promptly
10. How to assist with the removal of customer purchases
11. How to identify the correct location for storing products and materials
12. How to maintain the customer service area
13. How to identify different types of products and materials
14. The range of products on offer to the customer
15. Details of products on offer to the customer
16. How to despatch orders
17. How to identify different products for despatch
18. How to identify components and products, and make sure they are available for despatch
19. Who to check customer orders with
20. Why it is important to make sure products are located correctly
21. Who to supply customer order details to

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