

APPENDIX A

Level 2 Food and Drink Service

Compulsory questions need not be addressed to those pieces of knowledge in italics

Within each unit some knowledge statements are closely related. In these circumstances, a question could cover more than one knowledge statement. We have suggested where this may be the case by highlighting related knowledge statements in the same colour.

Knowledge statements that appear in italics can be covered by supplementary evidence in keeping with the evidence requirements

Level 2 Units

Unit 2DS1/04 Prepare and clear the bar area

For Element 2DS1/04.1

- K1. Safe and hygienic working practices when preparing customer and service areas
- K2. Why and to whom breakages should be reported
- K3. *Why it is essential to check the expiry dates on stock items*
- K4. Why refrigeration units should be maintained at the correct temperature
- K5. *Why correct storage and rotation procedures should be followed*
- K6. Why service areas must be secured from unauthorised access at all times
- K7. Why maintenance should not be attempted on electronic items
- K8. *Why a constant stock of drinks and accompaniments must be maintained*
- K9. *Why stocks of drinks must be rotated*
- K10. *The types of unexpected situations that may occur when you are preparing the bar area and how to deal with these*

For Element 2DS1/04.2

- K11. Safe and hygienic working practices when clearing customer and service areas
- K12. *Why service areas should be left tidy and free from rubbish after service*
- K13. *Why waste must be handled and stored correctly*
- K14. Why certain electrical equipment must be turned off after service
- K15. *Why maintenance must not be attempted on electrical equipment*
- K16. *Why customer service areas must be secured from unauthorised access after service*
- K17. Why spillages and breakages must be reported to the appropriate person
- K18. *Why correct storage procedures must be followed for food and drink stocks*
- K19. *The types of unexpected situations that may occur when you are clearing the bar area and how to deal with these*

For Element 2DS1/04.3

- K20. Safe and hygienic working practices when handling glassware, cleaning equipment and materials
- K21. Why glassware should be handled carefully
- K22. Why glassware should be cleaned at the correct temperature
- K23. What the proper procedure is for disposing of broken glass
- K24. How to maintain glass washing equipment
- K25. *The types of unexpected situations that may occur when you are handling and cleaning glassware and how to deal with these*

Unit 2DS2/04 Serve alcoholic and soft drinks

For the whole unit

- K1. Current relevant legislation relating to licensing and weights and measures.
- K2. Why it is important to check glassware for damage
- K3. Why drinks should be stored at the correct temperature
- K4. How to deal with violent/disorderly customers
- K5. Why it is important to offer customers accurate information e.g. about the strength of drinks and their basic characteristics
- K6. Why it is important to offer customers accurate information about special offers and promotions
- K7. What legal measures must be used to serve alcohol and why they must be used
- K8. What the law is in relation to serving under age drinkers and how this affects bar staff
- K9. What the law is in relation to the times of day/night that alcohol may be served
- K10. What symptoms indicate that a customer has drunk excessive amounts and what your legal responsibilities are in relation to this
- K11. Under what circumstances must customers not be served with alcohol
- K12. Signs that someone might be under the influence of drugs or buying/selling drugs and how to respond to these situations
- K13. What procedures to follow in response to people smoking in a no smoking area
- K14. Types of special requirements that customers may have and how to deal with these

For Element 2DS2/04.1

- K15. Your organisation's standards for customer service*
- K16. Different service styles within your organisation*
- K17. Why you should deal with customers in order of arrival where possible

For Element 2DS2/04.2

- K18. The correct way to open capped, screw top and corked bottles and how to use the appropriate equipment
- K19. Why you should leave the bottle with the label facing the customer
- K20. The correct way to pour and serve the following draught drinks: stout, cask ales, keg beers, keg lagers, 'cream flow' drinks, cask/keg cider, wine
- K21. The correct way to pour and serve the following drinks for free or optic pouring: spirits, wines, ports and sherries, liqueurs, cordials
- K22. Types of glasses available to serve drinks and which ones to use according to your organisation's procedures and customer requirements
- K23. Correct temperatures for drinks

Unit 2DS3/04 Prepare and serve cocktails

For Element 2DS3/04.1

- K1. Safe and hygienic working practices when preparing areas and equipment for making cocktails
- K2. Why it is important to keep preparation areas and equipment hygienic when preparing cocktails
- K3. What safe working practices should be followed when preparing cocktails
- K4. Why it is important to have all ingredients ready before preparing cocktails
- K5. *The types of unexpected situations that may happen when preparing areas and equipment to make cocktails*

For Element 2DS3/04.2

- K6. **Current relevant legislation relating to licensing and weights and measures legislation**
- K7. Safe and hygienic working practices when serving cocktails
- K8. Why and to whom any customer incidents should be reported
- K9. What indicates that drugs are being sold on the premises
- K10. **What symptoms indicate that someone is under the influence of drugs and what you should do**
- K11. **How to deal with violent/disorderly customers**
- K12. What procedures to follow in response to people smoking in a no smoking area
- K13. Where and from whom health and safety and food hygiene legislation can be obtained
- K14. **Why it is important to offer customers accurate information e.g. about the strength of drinks and their basic characteristics**
- K15. **Why it is important to offer customers accurate information about special offers and promotions**
- K16. **Why correct information must be provided to customers at all times**
- K17. Why it is important to recognize the names of different cocktails
- K18. What the different techniques for mixing cocktails are
- K19. Different measures for the types of cocktails you are making
- K20. Why it is important to use the correct measures when preparing cocktails
- K21. **What legal measures must be used to serve alcohol and why they must be used**
- K22. **What the law is in relation to serving under age drinkers and how this affects bar staff**
- K23. **What the law is in relation to the times of day/night that alcohol may be served**
- K24. **What symptoms indicate that a customer has drunk excessive amounts and what your legal responsibilities are in relation to this**
- K25. **Under what circumstances customers must not be served with alcohol**
- K26. *The types of unexpected situations that may happen when preparing and serving cocktails and how to deal with these*

Unit 2DS4/04 Prepare and serve wines

For Element 2DS4/04.1

- K1. Safe and hygienic working practices when preparing service areas, equipment and stock for wine service
- K2. What equipment is necessary for different types of wine
- K3. **What temperatures different types of wine should be stored and maintained at before service**
- K4. What organizational procedures relate to preparing service areas, equipment and stock
- K5. *The types of unexpected situations that may happen when preparing service areas and how to deal with these*

For Element 2DS4/04.2

- K6. Current relevant legislation relating to trades description and licensing legislation when serving wine
- K7. How to deal with and report customer incidents
- K8. The importance of maximising sales through up-selling and how to do this
- K9. How to interpret the wine label information
- K10. **The basic characteristics of the wines available within the establishment**
- K11. **How to describe wine characteristics to the customer**
- K12. **What factors to consider when providing advice to customers on choice of wine: which wines complement different types of food on the menu, customers' expressed taste, the occasion and organisation's requirements for sales**
- K13. **What techniques to use to promote wines to customers**
- K14. What legal measures can be used to serve wine and which ones are most appropriate to your organisation

K15. Under what circumstances must customers not be served with alcohol

K16. What symptoms indicate that a customer has drunk excessive amounts and what are your legal responsibilities in relation to this

K17. How to refuse to serve customers displaying inappropriate behaviour

For Element 2DS4/04.3

K18. Safe and hygienic working practices, relevant licensing weights and trades description legislation

K19. What the various safety procedures involved in opening a bottle of champagne or sparkling wine are

K20. What the correct procedures for handling glassware are and which glassware is appropriate for use in the service of different types of wine

K21. What the recommended temperatures for maintaining different types of wine during service are

K22. What the correct method of service (etiquette) is for white wine, red wine, sparkling wine

K23. How many measures of wine are obtainable from standard bottles of wine

K24. The types of unexpected situations that may happen when serving wine and how to deal with these

Unit 2DS5/04 Maintain cellars and kegs

For Element 2DS5/04.1

K1. Safe and hygienic working practices when maintaining cellars

K2. Why there are specific security procedures for going in and out of the cellar

K3. Why cellars should be secured against unauthorised access at all times

K4. Why the cellar should be kept clean and tidy at all times

K5. Why the cellar must be kept at a recommended temperature and what this temperature should be

K6. The types of unexpected situations that may happen when maintaining cellars and how to deal with these

For Element 2DS5/04.2

K7. Safe and hygienic working practices when preparing kegs and gas cylinders for use

K8. What are the risks of mishandling kegs and gas cylinders

K9. Why the correct and safe lifting techniques must be used

K10. Why the gas cylinder for use must be chained or strapped to the wall

K11. Why and to whom any sign of damage to kegs/cylinders must be reported

K12. Why it is essential to turn off the gas supply before disconnecting the keg

K13. What the safety considerations are in dealing with mixed gases

K14. What your organisation's procedure is in the event of an emergency

K15. How to determine if kegs/cylinders are leaking

K16. Why it is important to check date stamps on stock

K17. How to tell if stock is out of condition

K18. The types of unexpected situations that may happen when preparing kegs and gas cylinders and how to deal with these

Unit 2DS6/04 Clean drinks dispense lines

For Element 2DS6/04.1

K1. Current legislation regarding safe and hygienic working practices when cleaning drink dispense lines

K2. Why it is important to clean drink dispense lines

K3. What the dangers are of mishandling kegs and gas cylinders

K4. Why it is important to make sure cleaning agents are correctly diluted

K5. What equipment you need to clean drink dispense lines

K6. Why on-line beverages should be tested after cleaning pipes and lines

K7. Why lines should be thoroughly rinsed with clean water after cleaning and before use

K8. The types of unexpected situations that may happen when cleaning lines and how to deal with these

Unit 2DS7/04 Prepare and serve dispensed and instant hot drinks

For Element 2DS7/04.1

- K1. Safe and hygienic working practices when preparing and serving hot drinks
- K2. Why drink, ingredients and accompaniments must be available and ready for immediate use
- K3. Why it is important to check for damage in all work areas and service equipment before taking orders
- K4. *The types of unexpected situations that may occur when preparing areas and equipment for the preparation of hot drinks and how to deal with these*

For Element 2DS7/04.2

- K5. *Safe and hygienic working practices when preparing and serving hot drinks*
- K6. Why information about products given to customers should be accurate
- K7. What the different techniques are for mixing and preparing different types of beverages to customer requirements are
- K8. *Why and to whom all customer incidents should be reported*
- K9. *Why and to whom all breakages/spillages must be reported*
- K10. Why customers and service areas should be kept clean, tidy and free from rubbish and used equipment

Unit 2DS8/04 Prepare and serve hot drinks using specialist equipment

For Element 2DS8/04.1

- K1. Safe and hygienic working practices when preparing preparation and service areas
- K2. Why drink ingredients and accompaniments must be available and ready for immediate use
- K3. Why it is important to check for damage in all work areas and service equipment before taking orders
- K4. *The types of unexpected situations that may occur when preparing preparation and service areas and how to deal with these*

For Element 2DS8/04.2

- K5. Safe and hygienic working practices when preparing and serving hot drinks
- K6. Why information about products given to customers should be accurate
- K7. What the different techniques for mixing and preparing different types of beverages to customer requirements are
- K8. *Why and to whom all customer incidents should be reported*
- K9. How to deal safely with breakages and spillages
- K10. *Why and to whom all breakages/spillages must be reported*
- K11. Why customer and service areas should be kept clean, tidy and free from rubbish and used equipment
- K12. *The types of unexpected situations that may occur when preparing and serving hot drinks and how to deal with these*
- K13. Safe and hygienic working practices when maintaining hot drink making equipment
- K14. *Why a constant level of stock must be maintained*
- K15. *To whom any stock deficiencies should be reported*
- K16. *How to use cleaning materials correctly*
- K17. *The dangers of misusing cleaning equipment*
- K18. What tests should be carried out after cleaning preparation equipment
- K19. *The types of unexpected situations that may occur when maintaining hot drinks equipment and how to deal with these*

Unit 2DS9/04 Receive, store and issue drinks stock

For Element 2DS9/04.1

- K1. Safe and hygienic working practices when receiving drink deliveries
- K2. Why receiving areas should be secured from unauthorised access
- K3. Why and to whom breakages should be reported
- K4. Where and from whom health and safety information can be obtained
- K5. Why deliveries should tally with both order and delivery documentation
- K6. What documentation must be retained for records
- K7. *The types of unexpected situations that may occur when receiving drinks stock and how to deal with these*

For Element 2DS9/04.2

- K8. Safe and hygienic working practices when storing and issuing drinks
- K9. Why storage areas should be secured from unauthorised access at all times
- K10. *Why correct storage and rotation procedures should be followed*
- K11. Why broken bottles should be retained
- K12. Why correct and safe lifting techniques must be used
- K13. Why stock should be stacked correctly
- K14. Why a minimum stock of drink items must be maintained
- K15. *To whom low levels of stock should be reported and why*
- K16. *Why the correct documentation must be received before stock is issued*
- K17. *The types of unexpected situations that may occur when storing drinks stock and how to deal with these*

Unit 2FS1/04 Prepare and clear areas for table service

For Element 2FS1/04.1

- K1. Safe and hygienic working practices when preparing service areas and equipment for table service
- K2. *Why a constant stock of food service items has to be maintained*
- K3. *Why it is important to check expiry dates on items and how to do so*
- K4. *Your organisation's procedures for storage and stock rotation*
- K5. Why service equipment should be turned on before service
- K6. Why waste must be handled and disposed of correctly
- K7. Where and from whom health and safety and food hygiene information can be obtained
- K8. *The types of unexpected situations that may occur when you are preparing service areas and equipment and how to deal with these*

For Element 2FS1/04.2

- K9. Safe and hygienic working practices when preparing customer dining areas
- K10. Why it is essential to check table linen and table items before service
- K11. Why menus should be checked before use
- K12. Why heating/air conditioning/ventilation and lighting should be checked before use when preparing customer dining areas for table service
- K13. *The types of unexpected situations that may occur when you are preparing customer dining areas and how to deal with these*

For Element 2FS1/04.3

- K14. Safe and hygienic working practices when clearing dining and service areas
- K15. Why all dining and service areas should be left clean after service
- K16. Why certain electrical equipment should be turned off after service
- K17. *Why waste must be handled and disposed of correctly*
- K18. *How to dispose of broken glass and crockery safely*
- K19. The security procedures you should follow
- K20. *The types of unexpected situations that may occur when you are clearing dining and service areas and how to deal with these*

Unit 2FS2/04 Serve food at the table

For Element 2FS2/04.1

- K1. Your organisation's standards for customer service
- K2. Why menus should be checked before use
- K3. Why information about the menu should be given accurately to customers
- K4. Types of assistance that customers may need when they arrive and how to deal with these
- K5. *The types of unexpected situations that may occur when greeting customers and dealing with their orders and how to deal with these*

For Element 2FS2/04.2

- K6. Safe and hygienic working practices when serving customers' orders
- K7. Which condiments and accompaniments best complement each menu item
- K8. Which service equipment is appropriate for different menu items
- K9. Why food should be arranged and presented in line with the menu specifications
- K10. Why care has to be taken to serve food hygienically
- K11. Safe and hygienic working practices when maintaining dining and service areas
- K12. Why dining and service areas must be kept tidy and free from rubbish and food debris
- K13. Why waste must be handled and disposed of correctly
- K14. Why a constant stock of linen, table items and accompaniments must be maintained
- K15. *The types of unexpected situations that may occur when serving food at table and how to deal with these*

Unit 2FS3/04 Provide a silver service

For Element 2FS3/04.1

- K1. Safe and hygienic working practices when providing a silver service
- K2. Why it is important to be familiar with the available menu items
- K3. What the operational procedures for serving courses are
- K4. What food has to be carefully portioned during service
- K5. Why care has to be taken to serve and arrange food correctly
- K6. Why care should be taken to avoid accidents
- K7. Why and to whom all customer incidents should be reported
- K8. *The types of unexpected situations that may occur when providing silver service and how to deal with these*

For Element 2FS3/04.2

- K9. Safe and hygienic working practices when clearing finished courses
- K10. What the operational procedures for clearing finished courses are
- K11. Why and to whom any incidents or accidents should be reported
- K12. What the hygiene aspects are to clearing tables
- K13. *The types of unexpected situations that may occur when clearing courses and how to deal with these*

Unit 2FS4/04 Provide a buffet/carvery service

For Element 2FS4/04.1

- K1. Safe and hygienic working practices when preparing and maintaining a carvery or buffet display
- K2. Why food items should be replenished and displayed correctly throughout service
- K3. Why dining and service areas must be kept tidy and free from rubbish and food debris
- K4. Why service equipment should be turned on before service
- K5. Why heating/air conditioning/ventilation and lighting should be checked before use when preparing areas for service
- K6. Why table items should be checked for damage and cleanliness before service
- K7. *The types of unexpected situations that may occur when preparing and maintaining the carvery or buffet and how to deal with these*

For Element 2FS4/04.2

- K8. Safe and hygienic working practices when serving customers at a buffet or carvery
- K9. Why portions should be controlled when serving food to customers
- K10. Why information given to customers should be accurate
- K11. Why and to whom all customer incidents should be reported
- K12. Safe and hygienic working practices when maintaining a customer dining area
- K13. Why waste must be handled and disposed of correctly
- K14. Why and to whom breakages should be reported
- K15. *The types of unexpected situations that may occur when serving customers from the carvery or buffet and how to deal with these*

Unit 2GEN1/04 Give customers a positive impression of yourself and your organisation

For the whole unit

- K1. what your customers' rights are and how these rights limit what you are able to do for your customer
- K2. the specific aspects of health and safety, data protection, equal opportunities, disability discrimination and legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
- K3. industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers
- K4. any contractual agreements that your customers have with your organisation
- K5. the products or services of your organisation relevant to your customer service role
- K6. the guidelines laid down by your organisation that limit what you can do within your job
- K7. the limits of your own authority and when you need to seek agreement with or permission from others
- K8. any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
- K9. how to communicate in a clear, polite, confident way and why this is important
- K10. your organisation's standards for appearance and behaviour
- K11. your organisation's guidelines for recognising customers' needs and expectations and responding positively to them
- K12. the rules and procedures regarding the methods of communication you use
- K13. how to recognise when a customer is angry and confused

Unit 2GEN3/05 Maintain food safety when storing, preparing and cooking food

For the whole unit

- K1. How to operate a food safety management system
- K2. The concept of hazards to food safety in a catering operation, and the necessity of controlling these hazards in order to remove or keep risks to a safe level
- K3. What might happen if these hazards are not controlled
- K4. The types of hazards that you are likely to come across in a catering operation
- K5. How you must control these hazards by cooking, chilling (including storage), cleaning and the avoidance of cross contamination
- K6. Why monitoring is important and key stages in the process
- K7. The importance of knowing what to do when things go wrong
- K8. The role of record keeping
- K9. Why some hazards are more important than others in terms of food safety
- K10. Who you should report to if you believe there are food safety hazards

For Element 2GEN3/05.1

- K11. Why you must wear clean and hygienic clothes appropriate to your job
- K12. Why you must tie your hair back and/or wear appropriate hair covering
- K13. What types of protective clothing is appropriate for different jobs in the storage, preparation and cooking of food
- K14. The food safety hazards that jewellery and accessories can cause
- K15. When you should change clothing and why this is important
- K16. Why you must wash your hands thoroughly after going to the toilet; before going into food preparation and cooking areas; after touching raw food and waste and before handling ready-to-eat food
- K17. How you wash your hands safely

- K18. Why it is important not to handle food if you have open wounds (including boils and septic cuts), and what to do if you have an open wound
- K19. Why it is important to report illnesses and infections promptly and why stomach illnesses are particularly important
- K20. Why it is important to avoid: touching face, nose or mouth; blowing your nose; chewing gum; eating; smoking - when you are working with food

For Element 2GEN3/05.2

- K21. Why surfaces and equipment must be clean, hygienic and suitable for the intended use before beginning a new task and how to ensure that they are
- K22. Why it is important only to use clean and suitable cloths when cleaning between tasks and how to ensure this is done
- K23. Why surfaces and equipment that are damaged or have loose parts can be hazardous to food safety
- K24. The types of damaged surfaces and equipment that can cause food safety hazards and what to do about them
- K25. Why it is important to clear and dispose of waste promptly and safely and how to do so
- K26. How damage to walls, floors, ceilings, furniture, food equipment and fittings can cause food safety hazards and the type of damage you should look for
- K27. The types of pests that you may find in catering operations and recognising the signs that they may be there

For Element 2GEN3/05.3

- K28. Why it is important to make sure food deliveries are undamaged, at the correct temperature and within their 'use-by date' and how to do this
- K29. Why it is important to prepare food for storage – for example by removing and disposing of outer packaging (while retaining any important labelling information, e.g. instructions for use, information on allergens)
- K30. Why food must be put in the correct storage area and the temperatures that different foods should be stored at
- K31. Why it is important that storage areas are clean and tidy and what to do if they are not
- K32. Why it is important to store food at the correct temperatures, and how to achieve this
- K33. What types of food are raw and what types are ready-to-eat
- K34. Why it is important to separate raw and ready-to-eat food
- K35. Why stock rotation procedures are important and why you must dispose of food beyond its 'use-by date'

For Element 2GEN3/05.4

- K36. Why and when it is necessary to defrost foods before cooking and how to do so safely and thoroughly
- K37. How to recognise conditions leading to food safety hazards during preparation and cooking and what to do if you find any
- K38. Why it is important to know that certain foods can cause allergic reactions and the procedures you should follow in your organisation to deal with these foods, including what you should do if a customer asks if a particular dish is free from a certain food allergen
- K39. How cross-contamination can happen between, for example, raw food, food in storage and preparation and food that is ready to eat and how to avoid this
- K40. Why you should use thorough cooking and reheating methods
- K41. Cooking/reheating methods, temperatures and times you must use for the food you work with
- K42. How to check that the food you work with is thoroughly cooked/safely reheated
- K43. Why it is important to make sure food is at the correct temperature before and during holding prior to serving it to the customer and how to do so
- K44. The types of cooked foods you may need to chill or freeze because they are not for immediate consumption and how to do so safely

Unit 2GEN4/05 Maintain food safety when storing, holding and serving food

For the whole unit

- K1. What might happen if significant food safety hazards are not controlled
- K2. The types of significant food safety hazards that you are likely to come across when handling and storing food
- K3. How these hazards should be controlled by personal hygiene, cleaning, safe storage and the avoidance of cross-contamination
- K4. How some hazards are more important than others in terms of food safety
- K5. Whom you should report to if you believe there are significant food safety hazards

For Element 2GEN4/05.1

- K6. Why you must wear clean and suitable clothes appropriate to your job
- K7. What type of clothes are appropriate to different jobs in the handling and serving of food
- K8. Why jewellery and accessories can cause food safety hazards
- K9. When you must change your clothes to prevent bacteria spreading and why this is important
- K10. Why you must wash your hands after going to the toilet; when going into food preparation and cooking areas; after touching raw food and waste and before serving food
- K11. Why it is important not to handle food if you have open wounds and what to do if you have an open wound
- K12. Why it is important to report illnesses and infections promptly and why stomach illnesses are particularly important
- K13. Why it is important to avoid: touching face, nose or mouth; chewing gum; eating; smoking - when you are working with food

For Element 2GEN4/05.2

- K14. Why surfaces and equipment must be clean before beginning a new task and how to do so
- K15. Why it is important only to use clean and suitable cloths and equipment when cleaning between tasks and how to do so
- K16. Why surfaces and equipment that are damaged or have loose parts can be dangerous to food safety
- K17. The types of damaged surfaces and equipment that can cause food safety hazards and what to do about them
- K18. Why it is important to clear and dispose of waste promptly and safely and how to do so
- K19. How damage to walls, floors, ceilings, furniture and fittings can cause food safety hazards and the type of damage you should look for
- K20. The types of pests that you may find in catering operations and how to identify the signs that they may be there

For Element 2GEN4/05.3

- K21. Why it is important to make sure food deliveries are undamaged, at the correct temperature and within their 'use-by date' and how to do this
- K22. Why it is important to prepare food for storage – for example by removing and disposing of outer packaging (whilst retaining any important labelling information eg instructions for use, on allergens)
- K23. Why food must be put in the correct storage area and what temperatures different foods should be stored at
- K24. Why it is important that storage areas are clean and hygienic and what to do if they are not
- K25. How to check food is stored at the correct temperature
- K26. Why it is important to separate raw and ready-to-eat food
- K27. What types of food are raw and what types ready-to-eat
- K28. Why stock rotation procedures are important and why you must dispose of food beyond its 'use-by date'

For Element 2GEN4/05.4

K29. How to check food during holding and serving

K30. Why it is important to know that certain foods can cause allergic reactions and the procedures you should follow in your organisation to deal with these types of food, including what to do when a customer asks if a particular dish is free from a certain food allergen

K31. How cross contamination can happen between raw food and food that is ready to eat and how to avoid this

K32. Why you should hold food at the correct temperature and for the correct time

K33. Holding temperatures and times you must use for the food you work with.

Level 1 Units (all knowledge may be assessed using supplementary questions)

1GEN1/04 Maintain a safe, hygienic and secure working environment

1GEN2/04 Maintain and deal with payments

1GEN4/04 Contribute to effective teamwork

1FS3/04 Prepare and clear areas for counter/takeaway service

1FS4/04 Provide a counter/takeaway service

Level 2 Housekeeping NVQ/SVQ Framework and Level 2 Front Office

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Within each unit some knowledge statements are closely related. In these circumstances, a question could cover more than one knowledge statement. We have suggested where this may be the case by highlighting related knowledge statements in the same colour.

Knowledge statements that appear in italics can be covered by supplementary evidence in keeping with the evidence requirements

Level 2 Housekeeping Units

Unit 2GEN1/04 Give customers a positive impression of yourself and your organisation

For the whole unit

- K1. *what your customers' rights are and how these rights limit what you are able to do for your customer*
- K2. *the specific aspects of health and safety, data protection, equal opportunities, disability discrimination and legislation and regulations that affect the way the products or services you deal with can be delivered to your customers*
- K3. *industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers*
- K4. any contractual agreements that your customers have with your organisation
- K5. the products or services of your organisation relevant to your customer service role
- K6. *the guidelines laid down by your organisation that limit what you can do within your job*
- K7. *the limits of your own authority and when you need to seek agreement with or permission from others*
- K8. any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
- K9. how to communicate in a clear, polite, confident way and why this is important
- K10. *your organisation's standards for appearance and behaviour*
- K11. *your organisation's guidelines for recognising customers' needs and expectations and responding positively to them*
- K12. *the rules and procedures regarding the methods of communication you use*
- K13. *how to recognise when a customer is angry and confused*

Unit 2HK1/04 Clean and service a range of areas

For the whole unit

- K1. What to do if customers are present when you are cleaning rooms.
- K2. Why it is important to prepare the area and yourself before cleaning and disposing of waste
- K3. *The types of items in bathrooms and bedrooms that may need maintenance and repair,*
- K4. *Why it is important to report items needing repair and who to report them to*
- K5. Types of records you may need to keep in relation to cleaning
- K6. *Why the work area needs to be inspected on completion*

For Element 2HK1/04.1

K7. Your organisation's standards for cleaning toilet and bathroom areas

K8. Why hazard signs are sometimes needed in preparing the work area

K9. What materials and equipment are used for cleaning different areas of the bathroom and how to choose the correct one

K10. The types of unexpected situations that may happen when you are cleaning bathrooms and toilets and how to deal with these

For Element 2HK1/04.2

K11. Your organisation's standards for cleaning in furnished areas

K12. Safe lifting and carrying techniques and why you should always use these

K13. What materials and equipment are used for cleaning different furnished areas and how to choose the correct one

K14. Why certain areas need to be kept secure from unauthorised access

K15. The types of unexpected situations that may happen when you are cleaning furnished areas and how to deal with these

For Element 2HK1/04.3

K16. How to identify different sorts of waste and how different sorts of waste should be disposed of

K17. What materials and equipment are used for waste disposal

K18. The types of problems and unexpected situations that may happen when you are disposing of waste and how to deal with these

Unit 2HK2/04 Work using different chemicals and equipment

What you must know

For the whole unit

- K1. Basic legal requirements relating to safe working practices when using cleaning chemicals
- K2. The warning signs used on cleaning chemical containers and what they mean

For Element 2HK2/04.1

- K3. How to select appropriate chemicals for the full range of cleaning jobs in this element
- K4. Why it is important to wear protective clothing when using chemicals
- K5. Why it is dangerous to mix certain types of chemicals together
- K6. Why it is important to follow manufacturers' instructions on cleaning chemicals
- K7. What might happen if you do not follow the relevant legal requirements for this sort of work
- K8. Why work routines and sequences need to be followed
- K9. What preparations should be made to the work area before using chemicals
- K10. Documents you need to complete when using chemicals
- K11. The types of problems and unexpected situations that may happen when you are preparing and using chemicals and how to deal with these*

For Element 2HK2/04.2

- K12. Basic legal requirements relating to safe working practices when using manual cleaning equipment*
- K13. How to choose manual cleaning equipment for the types of cleaning you carry out
- K14. Why it is important to follow the manufacturers' instructions for manual equipment
- K15. Why the equipment should be cleaned and stored correctly after use
- K16. The types of problems and unexpected situations that may happen when you are preparing and using manual cleaning equipment and how to deal with these*

For Element 2HK2/04.3

- K17. Current relevant legislation relating to safe working practices when using cleaning chemicals and electrical equipment*
- K18. The main dangers when using electrical equipment and how to avoid these
- K19. Safe handling and lifting techniques
- K20. Why safe carrying and lifting techniques should be used
- K21. What factors need to be taken into account when using electrical equipment
- K22. The types of problems and unexpected situations that may happen when you are preparing and using electrical cleaning equipment and how to deal with these*

Unit 2HK3/04 Maintain housekeeping supplies

For the whole unit

K1. Basic legal requirements relating to safe working practices when handling housekeeping supplies

For Element 2HK3/04.1

K2. Why you should not accept damaged goods and what you should do if they are delivered

K3. Safe lifting and handling techniques and why they are important

K4. Why it is important to keep receiving areas clean and tidy

K5. Why receiving areas need to be secure from unauthorised access

K6. What procedures to follow when you identify discrepancies in deliveries/delivery documentation

K7. What procedures to follow to handle and transport goods safely to storage areas

For Element 2HK3/04.2

K8. Why storage conditions are important and what effect they have on housekeeping supplies

K9. What procedures to follow to correctly and safely store goods

K10. Why it is important to store housekeeping supplies under the correct conditions – including clean and tidy

K11. Why storage areas need to be secured from unauthorised access

K12. What procedures to follow to proof storage areas for pest infestation

K13. Why a constant stock of housekeeping supplies should be maintained

K14. What the minimum and maximum stock levels are

K15. Why it is important to maintain accurate and complete records of items received, stored and issued

K16. Why correct stock rotation procedures are important

K17. Why it is important to separate different kinds of stock, for example food and chemicals

K18. *The types of problems and unexpected situations that may happen when you are storing goods and how to deal with these.*

Unit 2HK4/04 Clean and protect floors

What you must know

For the whole unit

K1. The importance of preparing your working area so that you can do the job quickly, correctly and safely

K2. Relevant legislation and regulations covering the use of cleaning agents and protective coatings and how to follow these

K3. The importance of following legislation, regulations and manufacturer's instructions and what might happen if you do not

K4. Examples of hard and semi-hard floors

For Element 2HK4/04.1

K5. The range of available cleaning agents and how to choose one that is appropriate for the ground-in soil and the protective coating

K6. The range of available equipment and accessories and how to choose the ones that are appropriate for the ground-in soil and the protective coating

K7. How to prepare and apply the available cleaning solutions according to manufacturers' instructions

K8. Manufacturers' instructions for using the range of equipment and accessories available

K9. Why the floor must be left free of ground-in soil and protective coatings and what might happen if it is not

- K10. The importance of leaving the floor neutralised and what might happen if it is not
- K11. How to dispose of the waste correctly

For Element 2HK4/04.2

- K12. The range of protective coatings available and how to choose one that is right for the floor surface
- K13. How to decide what is the right number of protective coatings
- K14. How to apply the coating evenly and systematically and why
- K15. How to dispose of unused protective coatings correctly
- K16. The importance putting things back as you found them

For Element 2HK4/04.3

- K17. The range of materials and equipment available and how to choose ones that are right for the floor surface
- K18. Why it is important to use equipment and materials according to the manufacturer's instructions
- K19. The safety measures to take when using the equipment listed.

Unit 2HK5/04 Clean carpets and soft furnishings

What you must know

For the whole unit

- K1. The preparations that you would need to make before starting work and how these would vary in different situations
- K2. Why you should carry out tests to find out whether the area is colour-fast
- K3. Areas where you should and should not carry out tests
- K4. How you would vary the cleaning process according to the type of material and the nature of the soiled area
- K5. Why it is important that you follow the manufacturers' instructions when you are preparing and applying cleaning agents
- K6. Why you should put things that you have moved during the cleaning process back where they were found, why you might advise that some things are left in a different place and how to deal with these situations
- K7. Why it is important that you dispose of waste from the cleaning process in the specified way.

For Element 2HK5/04.1

- K8. Why you should carry out tests to find out whether the material to be cleaned is likely to shrink
- K9. Why you should remove noticeable pieces of dust and rubbish before applying the cleaning solution
- K10. Why you should thoroughly vacuum clean the area after it is dry.

For Element 2HK5/04.2

- K11. Why you should tell the relevant person about any stains which may be difficult to remove and why this should be done before starting the cleaning process
- K12. How different stains and different materials need to be treated to avoid damaging the material
- K13. Why you should tell the relevant person about any stains that you could not remove at the end of the cleaning process.

Unit 2HK6/04 Provide a linen service

For the whole unit

K1. Current relevant legislation relating to safe working practices when handling and storing linen

For Element 2HK6.1

K2. Why you should not accept damaged goods

K3. What procedures you should follow if the amount delivered does not match orders and delivery notes

K4. What procedures you should follow if the linen delivered does not meet the required standards of presentation

K5. Why you should keep receiving areas clean, tidy and free from rubbish

K6. Why you should check that linen you receive is correctly folded

For Element 2HK6.2

K7. Why storage conditions are important and what effect they have on linen items in storage

K8. What procedures you should follow to store linen

K9. Why stock rotation procedures are important

K10. What procedures you should follow to issue linen items to staff

K11. Why you should maintain accurate records of clean linen items received, stored and issued

K12. Why it is important to secure linen stores against unauthorised access

K13. What procedures you should follow to make sure pest infestation does not occur

K14. What you should do if you identify pest infestation

K15. The types of problems that may happen when storing linen and how you should deal with these

Unit 2HK7/04 Carry out periodic room servicing and deep cleaning

What you must know

For the whole unit

K1. The schedule for periodic room servicing and deep cleaning in your organisation

K2. Why it is important to follow this schedule

K3. Why the work area needs to be inspected on completion

K4. Your organisation's quality standards for the appearance and cleanliness of rooms

K5. Areas and items that may need specialist maintenance and how to report these

For Element 2HK7/04.1

K6. How to identify items that need replacing and obtain the correct items

K7. The correct procedures for dealing with items you have replaced

For Element 2HK7/04.2

K8. The preparations that you need to carry out for periodic deep cleaning and why these are important

K9. The equipment and materials that you need for periodic deep cleaning and how to obtain them

K10. How to use the equipment and materials efficiently and safely

K11. Health and safety requirements for high dusting

Level 1 Front Office Units

1GEN1/04 Maintain a safe, hygienic and secure working environment

1GEN2/04 Maintain and deal with payments

1GEN4/04 Contribute to effective teamwork

Level 2 Reception Units

Unit 2R1/04 Deal with communications as part of the reception function

What you must know

For the whole unit

- K1. The range of methods you can use to communicate with other organisations and people
- K2. How to use the communications equipment in your organisation
- K3. Your organisation's style when communicating with other organisations and people*
- K4. Why it is important to deal with everyone you communicate with politely and helpfully
- K5. The type of unexpected situations and problems that may occur when communicating with others how to deal with these*
- K6. Why it is important to give only accurate and non-confidential information

For Element 2R1/04.1

- K7. Your organisation's standards for answering telephone calls and why these are important*
- K8. Why it is important to identify people who make enquiries and establish their needs
- K9. Why it is important to relay messages promptly to those concerned and the procedures that you should follow

For Element 2R1/04.2

- K10. Why it is important to identify yourself and explain the purpose of making contact
- K11. Why it is important to give only accurate and non-confidential information
- K12. Why it is important to communicate clearly using a tone and pace which can be easily understood
- K13. How to communicate both orally and in writing in a way that gives a positive impression of you and your organisation.

Unit 2R2/04 Deal with the arrival of customers

For the whole unit

- K1. Your organisation's standards for customer care and why these are important
- K2. Your organisation's booking procedures and why it is important to follow these correctly
- K3. Your organisation's checking in procedures and why it is important to follow these correctly
- K4. Basic legal requirements relating to accommodation, goods and services for sale
- K5. *The types of unexpected situations and problems that may occur when customers arrive and how to deal with these*
- K6. Why registration documentation must be correctly completed by the customer
- K7. The specific requirements for registering overseas visitors
- K8. *Your organisation's procedure for allocation of rooms*
- K9. Why it is important to give accurate information to customers
- K10. Why it is important to correctly identify customer requirements
- K11. What registration information must be obtained in order to comply with legislation
- K12. Why all correspondence relating to the booking should be available

Unit 2R3/04 Deal with bookings What you must know

For the whole unit

- K1. The importance of dealing with customers politely and helpfully at all time
- K2. Why it is important to give accurate spoken and written information to customers
- K3. *The types of unexpected situations and problems that may occur with bookings and how to deal with these correctly*
- K4. Basic legal requirements relating to goods and services for sale when receiving, confirming, amending and cancelling booking enquiries
- K5. *Your organisation's booking procedures and systems*
- K6. *The importance of up-selling, room product / rates and yield management and how these apply to your work role*

For Element 2R3/04.1

- K7. Why it is important to get and record booking details accurately
- K8. *Why it is important to take the opportunity to sell products and services*

For Element 2R3/04.2

- K9. *Your organisation's cancellation policies and procedures*
- K10. Why confirmations and deposits are required from customers
- K11. Why it is essential to follow up unconfirmed bookings

Unit 2R4/04 Prepare customer accounts and deal with departures What you must know

For the whole unit

- K1. *Your organisation's standards for customer care and why it is important to follow these*
- K2. Basic legal requirements relating to preparing and maintaining customer accounts
- K3. *Your organisation's procedures for customer accounts and why it is important to follow these*

For Element 2R4/04.1

- K4. Why customer accounts must be updated regularly with charges and adjustments
- K5. Why it is important to give accurate verbal and written information to customers
- K6. Why customer accounts must be secured from unauthorized access
- K7. *The types of unexpected situations and problems that may occur with customer accounts and how to deal with these correctly*

For Element 2R4/04.2

- K8. Basic legal requirements relating to accommodation, goods and services for sale
- K9. Safe and hygienic working practices when dealing with the departure of customers
- K10. *Your organisation's procedures for customer departures*
- K11. Why complaints, comments and suggestions should be recorded and fed back to the appropriate person/department
- K12. Why details of any extra charges should be available to the customer
- K13. *The types of unexpected situations and problems that may occur with customer departures and how to deal with these correctly*
- K14. Opportunities to promote the organisation when the customer is leaving

Unit 2R5/04

Exchange foreign cash and travellers' cheques

For the whole unit

- K1. *Your organisation's standards for customer care and why it is important to follow these*
- K2. Why it is important to give customers accurate information about exchange rates and commission
- K3. Why exchange points must be secured from unauthorised access
- K4. Basic legal requirements relating to the exchange of foreign currency and travellers cheques

For Element 2R5/04.1

- K5. *Your organisation's procedures for exchanging cash and why it is important to follow these*
- K6. Why it is important to use the correct exchange rate and produce accurate calculations
- K7. The types of unexpected situations that may occur during cash exchange and how to deal with these

For Element 2R5/04.2

- K8. *Your organisation's procedures for exchanging travellers cheques and why it is important to follow these*
- K9. Why it is important to establish identity of customer
- K10. Why it is important only to accept travellers cheques approved by your organisation

Unit 2R6/04

Prepare and print documents using a computer

For the whole unit

- K1. the importance to your team and organisation of producing documents that are accurate, correctly spelt, laid out and printed in a professional manner
- K2. the importance of being clear about what you have to enter, edit, layout and print

- K3. the importance of asking questions when you are unsure and how to ask these questions
- K4. the importance of meeting the requirements of the person asking for the document and making the alterations they ask for
- K5. how to start up and close down the software normally used to produce documents in your organisation
- K6. the conventions for naming and saving files in your organisation
- K7. *the 'house styles' for various documents produced regularly by your team*
- K8. basic health and safety regulations when using a computer
- K9. how to deal with sensitive or confidential information

For Element 2R6/04.1

- K10. the keyboard layout and how to use a keyboard to achieve all the required characters
- K11. how to copy type, ensuring originals are in an appropriate position, for efficiency, comfort and health and safety
- K12. how to check a document using the methods listed and what to be careful about when using program help files and spell checkers
- K13. how to use the correction methods listed and what to be careful about when moving blocks of text
- K14. the importance of making sure text is saved on a regular basis and how to do so
- K15. different file formats to save word processing documents and how to select the one that is required
- K16. how to deal with the range of problems listed

For Element 2R6/04.2

- K17. how to access, copy and paste data from other files and what to be careful about when pasting in data
- K18. how to achieve the types of text formats listed
- K19. how to achieve the types of layouts listed

For Element 2R6/04.3

- K20. the permission you may need to access documents for printing and how to access these documents
- K21. the importance of checking that the document is complete and ready for printing, and how to do so
- K22. how to achieve the specifications listed
- K23. how to deal with the problems listed whilst avoiding waste

Unit 2R7/04 Record, store and supply information using a paper-based filing system

For the whole unit

- K1. the basic requirements of data protection and other relevant legislation
- K2. the procedures for getting access to the filing system and who is allowed to use it
- K3. why it is important for your organisation to have an effective and efficient filing system and what would happen if it did not
- K4. alphabetical, numerical, chronological and alphanumeric filing systems and how to use them
- K5. how to use indexes
- K6. why it is important not to lose or damage files and their contents and how to keep them safe
- K7. why it is important to find and return files without unnecessary delay
- K8. types of confidential information and how to deal with these correctly

For Element 2R7/04.1

- K9. why it is important to note the fact that you have put information into the system and how to do so
- K10. the procedures for cross-referencing

K11. the procedures for opening new files

For Element 2R7/04.2

K12. why it is important to note the fact that you have removed files and how to do so

K13. the correct procedures for reporting and finding missing items and why it is important to follow these

K14. problems that may occur with stored information and how to improve the system

K15. alternatives you might suggest if it is not possible to find information that matches what was requested

Unit 2R8/04 Handle mail and book external services

For the whole unit

K1. Why it is important to deal with everyone you communicate with politely and helpfully

For Element 2R8/04.1

K2. Legal requirements for handling mail and messages

K3. Safe and hygienic working practices when handling mail, messages and written communications

K4. Your organisation's procedures for handling and distributing mail and why these are important

K5. Why suspicious items should be reported immediately

K6. Why written communications should be secured against unauthorised access

K7. What the procedures are for recorded delivery and registered mail

K8. The type of unexpected situations and problems that may occur and how to deal with these

For Element 2R8/04.2

K9. The types of services you may be asked to book and the procedures you should follow

K10. Why it is important to give accurate verbal and written information to customers

K11. Why confirmation and deposits are required from customers

K12. The type of unexpected situations and problems that may occur and how to deal with these

Unit 2R9/04 Resolve customer service problems

For the whole unit

K1. what your customers' rights are and how these rights limit what you are able to do for your customer

K2. the specific aspects of health and safety, data protection, equal opportunities, disability discrimination and legislation and regulations that affect the way the products or services you deal with can be delivered to your customers

K3. industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers

K4. any contractual agreements that your customers have with your organization

K5. the products or services of your organisation relevant to your customer service role

K6. the guidelines laid down by your organisation that limit what you can do within your job

K7. the limits of your own authority and when you need to seek agreement with or permission from others

K8. any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met

K9. how to communicate in a clear, polite, confident way and why this is important

K10. organisational procedures and systems for dealing with customer service problems

K11. how to defuse potentially stressful situations

K12. how to negotiate

K13. the limitations of what you are able to offer your customer

Unit 2R10/04 Enter, retrieve and print data in a database

For Element 2R10/04.1

- K1. why it is important to obtain clear information on the data to be entered and found, and what might happen if you do not
- K2. why you may need permission to access certain files and how to obtain it
- K3. how to locate and retrieve the database files you need
- K4. how to use sort and standard query routines to find data
- K5. how to use the available software and automated facilities
- K6. how to use program help files
- K7. how to maintain the integrity of the files you are using
- K8. *the limits of your responsibility for data entry and updating database files*
- K9. the importance of checking the data
- K10. the importance of conforming to your organisation's requirements

For Element 2R10/04.2

- K11. why it is important to have clear information on the type of report required
- K12. how to use the software to select a report format
- K13. how to use the software functions to make simple modifications to the report format
- K14. why it is important to check the final document and make sure it is complete
- K15. how to make sure the printer is correctly set up for the report
- K16. the types of problems that may occur when the document is printed and how to deal with these

Unit 2R11/04 Identify and provide tourism related Information and Advice

For the whole unit

- K1. what type of information and sources are available and how to access them
- K2. what information is freely available and that for which there is a charge
- K3. how to extract and present information to customers
- K4. *how and where your organisation stores information*
- K5. *how to access and use the sources of information above (i.e. items 1a-j listed under 'What you must cover')*
- K6. other external organisations which can be called upon for additional and specialist tourist information and how to contact them
- K7. *those colleagues having specialist knowledge*
- K8. the range of enquiries you may be called upon to handle
- K9. why it is essential to clarify the detail of customers' needs
- K10. why it is important to be helpful and polite
- K11. *why it is important to monitor customers' behaviour so that you can tell if any are feeling dissatisfied*
- K12. how to identify and interpret customers' needs
- K13. *why it is important to check that your customer is satisfied*
- K14. *how to deal with dissatisfied customers*
- K15. how to balance and acknowledge the needs of customers so they are not ignored
- K16. your organisation's and any legal requirements for advising customers (e.g. retail-related requirements and booking conditions)
- K17. the consequences of misrepresentation (e.g. in the context of brochure amendments and or updates) during discussions with customers
- K18. the need for confidentiality and the implications of data protection legislation
- K19. the relevant parts of the disability discrimination legislation and its implications when giving advice and information to customers
- K20. your organisation's policies for meeting customers' needs for information, advice and materials
- K21. your main responsibilities for giving information and advice under current network minimum standards
- K22. use varied vocabulary and expressions to suit your purpose
- K23. adapt what and how much you say to suit different situations
- K24. show you are listening closely and respond appropriately (e.g. by using verbal and or visual signals)
- K25. *identify your customer's intentions*
- K26. *move a discussion forward*
- K27. *adapt your language to suit your subject, purpose and the person you are speaking to*
- K28. *structure what you say to help customers follow a line of thought or number of points clearly*
- K29. *use verbal or visual illustrations to help your customers understand any points you are making*

Unit 2GEN1/04 Give customers a positive impression of yourself and your organisation

For the whole unit

- K1 what your customers' rights are and how these rights limit what you are able to do for your customer
- K2 the specific aspects of health and safety, data protection, equal opportunities, disability discrimination and legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
- K3 industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers
- K4 any contractual agreements that your customers have with your organisation
- K5 the products or services of your organisation relevant to your customer service role
- K6 the guidelines laid down by your organisation that limit what you can do within your job
- K7 the limits of your own authority and when you need to seek agreement with or permission from others
- K8 any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
- K9 how to communicate in a clear, polite, confident way and why this is important
- K10 your organisation's standards for appearance and behaviour
- K11 your organisation's guidelines for recognising customers' needs and expectations and responding positively to them
- K12 the rules and procedures regarding the methods of communication you use
- K13 how to recognise when a customer is angry and confused

Level 1 Housekeeping Units (questions may be used to generate supplementary evidence of knowledge)

1GEN1/04 Maintain a safe, hygienic and secure working environment

1GEN4/04 Contribute to effective teamwork

1R8/04 Prepare, service and clear meeting and conference rooms

1HK1/04 Collect linen and make beds

1HK2/04 Clean windows from the inside

Level 2 Professional Cookery/Food Processing and Cooking

Compulsory questions need not be addressed to those pieces of knowledge in italics

Within each unit some knowledge statements are closely related. In these circumstances, a question could cover more than one knowledge statement. We have suggested where this may be the case by highlighting related knowledge statements in the same colour.

Knowledge statements that appear in italics can be covered by supplementary evidence in keeping with the evidence requirements

Level 2 Professional Cookery/Food Processing and Cooking Units

Unit 2FC1/05 Cook and finish basic fish dishes

- K1. How to check that the fish meets dish requirements
- K2. What quality points to look for in fish: white fish (round), white fish (flat) and oily fish
- K3. What you should do if there are problems with the fish or other ingredients
- K4. The correct tools and equipment to carry out the following cooking methods: frying (deep and shallow), grilling, poaching, baking and steaming.
- K5. Why it is important to use the correct tools and equipment
- K6. How to use the following cooking methods according to dish requirements: frying (deep and shallow), grilling, poaching, baking and steaming
- K7. Why it is important to use the correct techniques for each type of fish
- K8. The correct temperatures for cooking fish: flat, round, oily; and why these temperatures are important
- K9. How to carry out the following finishing methods: garnishing and presentation
- K10. How to correct a fish dish to make sure it has the right colour, consistency and flavour
- K11. The correct temperatures for holding and serving fish dishes
- K12. Healthy eating options when cooking and finishing fish

Unit 2FC2/05 Cook and finish basic shellfish dishes

- K1 How to check the shellfish meets dish requirements
- K2 What quality points to look for in shellfish: prawns, shrimps, mussels, cockles, clams
- K3 What you should do if there are problems with the shellfish or other ingredients
- K4 The correct tools and equipment to carry out the following cooking methods: boiling, frying (deep and shallow), grilling
- K5 Why it is important to use the correct tools and equipment
- K6 How to carry out the following cooking methods according to dish requirements: boiling, frying (deep and shallow), grilling
- K7 The correct temperatures for cooking shellfish: prawns, shrimps, mussels, cockles, clams
- K8 Why it is important to use the correct cooking techniques
- K9 How to carry out the following finishing methods: garnishing, saucing and presentation
- K10 How to ensure a shellfish dish has the correct colour, consistency and flavour
- K11 The correct temperatures for holding and serving shellfish dishes

K12 Healthy eating options when cooking and finishing shellfish

Unit 2FC3/05 Cook and finish basic meat dishes

- K1 How to check the meat is of the correct type, cut and quantity for the dish
- K2 What quality points to look for in prepared red meat
- K3 What quality points to look for in prepared white meat
- K4 What you should do if there are problems with the meat or other ingredients
- K5 What the benefits of sealing meat are
- K6 Different cuts of meat and the most effective (or appropriate) methods of cooking them
- K7 The correct tools and equipment to carry out the following cooking methods: grilling (over and under fire), griddling, frying (shallow and stir), boiling, braising, steaming, stewing, roasting, combining cooking methods
- K8 Why it is important to use the correct tools and equipment
- K9 How to carry out the following cooking methods according to dish requirements: grilling (over and under fire), griddling, frying (shallow and stir), boiling, braising, steaming, stewing, roasting, combining cooking methods
- K10 The correct temperatures for cooking red and white meat using the methods listed
- K11 How to correct a meat dish to meet finishing requirements
- K13. How to carry out the following finishing methods: garnishing and presentation
- K14. The correct temperatures for holding and serving meat dishes
- K15. Healthy eating options when cooking and finishing meat

Unit 2FC4/05

Cook and finish basic poultry dishes

- K1. How to check the poultry meets dish requirements
- K2. What quality points to look for in poultry: duck, chicken, turkey
- K3. What you should do if there are problems with the poultry or other ingredients
- K4. The correct tools and equipment to carry out the following cooking methods: grilling, griddling, roasting, poaching, deep, shallow and stir frying, steaming, stewing, combining cooking methods
- K5. Why it is important to use the correct tools and equipment
- K6. How to use the following cooking methods according to dish requirements: grilling, griddling, roasting, poaching, deep, shallow and stir frying, steaming, stewing, combining cooking methods
- K7. Why it is important to use the correct cooking techniques
- K8. The correct temperatures for cooking poultry: duck, chicken, turkey
- K9. How to correct a poultry dish to meet finishing requirements
- K10. How to carry out the following finishing methods: garnishing and presentation
- K11. The correct temperatures for holding and serving poultry dishes
- K12. Healthy eating options when cooking and finishing poultry

Unit 2FC5/05 Cook and finish basic game dishes

- K1. How to check the game meets dish requirements
- K2. Which types of game are available in which seasons
- K3. What quality points to look for in game: furred and feathered
- K4. What you should do if there are problems with the game or other ingredients
- K5. The correct tools and equipment to carry out the following cooking methods: grilling, griddling, sautéing, roasting, combining cooking methods, shallow frying
- K6. Why it is important to use the correct tools and equipment
- K7. How to carry out the following cooking methods according to dish requirements: grilling, griddling, sautéing, roasting, combining cooking methods, shallow frying
- K8. Why it is important to use the correct cooking techniques
- K9. How to keep game moist
- K10. The correct temperatures for cooking game: furred and feathered
- K11. How to carry out the following finishing methods: garnishing and presentation
- K12. How to correct a game dish to meet finishing requirements
- K13. The correct temperatures for holding and serving game
- K14. Healthy eating options when cooking and finishing game

Unit 2FC6/05 Cook and finish basic offal dishes

For Element 2FC6/05.1

- K1. How to check the offal meets dish requirements
- K2. What quality points to look for in offal: liver, kidneys, sweetbread.
- K3. What you should do if there are problems with the offal or other ingredients
- K4. The correct tools and equipment to carry out the following cooking methods: grilling/griddling, shallow frying, boiling, braising, poaching, combining cooking methods, baking, steaming, 'Bain Marie', sautéing
- K5. Why it is important to use the correct tools and equipment
- K6. How to carry out the following cooking methods according to dish requirements: grilling/griddling, shallow frying, boiling braising, poaching, combining cooking methods, baking, steaming, 'Bain Marie', sautéing
- K7. Why it is important to use the correct cooking techniques
- K8. The correct temperatures for cooking offal: liver, kidneys, sweetbread
- K9. How to carry out the following finishing methods: garnishing and presentation
- K10. How to correct an offal dish to meet finishing requirements
- K11. The correct temperatures for holding and serving offal dishes
- K12. Healthy eating options when cooking and finishing offal

Unit 2FC7/05 Cook and finish basic vegetable dishes

For Element 2FC7/05.1

- K1. How to check the vegetables meet dish requirements
- K2. What quality points to look for in vegetables: roots, bulbs, flower heads, fungi, seeds and pods, tubers, leaves, stems, vegetable fruits, seaweed
- K3. What you should do if there are problems with the vegetables or other ingredients
- K4. The correct tools and equipment to carry out the following cooking methods: blanching, boiling, roasting, baking, grilling, braising, frying (deep, shallow and stir), steaming, stewing, combining cooking methods
- K5. How to carry out the following cooking methods according to dish requirements: blanching, boiling, roasting, baking, grilling, braising, frying (deep, shallow and stir), steaming, stewing, combining cooking methods
- K6. The correct temperatures for cooking vegetables: roots, bulbs, flower heads, fungi, seeds and pods, tubers, leaves, stems, vegetable fruits, seaweed
- K7. The difference between cooking green vegetables and root vegetables
- K8. How to maintain the nutritional value of vegetables during cooking
- K9. The main reasons for blanching vegetables
- K10. Which vegetables are suitable for high and low pressure steaming
- K11. How to finish basic vegetable dishes
- K12. The correct temperatures for holding and serving vegetable dishes
- K13. Healthy eating options when cooking and finishing vegetables

Unit 2FC8/05 Cook-chill food

For Element 2FC8/05.1

- K1. Why time and temperature is important when preparing cook-chill food
- K2. Why food containers must be sealed and labelled correctly before storage
- K3. Why portions must be controlled when filling packages
- K4. What quality points to look for when portioning, packing and blast-chilling foods

For Element 2FC8/05.2

- K5. Why it is important to monitor and record food temperature regularly
- K6. Why stock rotation procedures must be followed
- K7. Why time and temperature are important when storing cook-chill food
- K8. Why it is important to secure storage areas from unauthorized access

Unit 2FC9/05 Cook-freeze food

- K1. Why time and temperature are important when preparing cook-freeze food
- K2. Why food containers must be sealed and labelled correctly before storage
- K3. Why portions must be controlled when filling packages

For Element 2FC9/05.2

- K4. Why it is important to monitor and record food temperature regularly
- K5. Why time and temperature are important when storing cook-freeze food
- K6. Why stock rotation procedures must be followed
- K7. Why storage areas should be secured from unauthorized access

Unit 2FP1/05 Prepare fish for basic dishes

For Element 2FP1/05.1

- K1. Different types of commonly used flat, round and oily fish and how to identify them
- K2. How to check that the fish meets requirements
- K3. What quality points to look for in fresh fish: white fish (round), white fish (flat), oily fish
- K4. What you should do if there are problems with the fish or other ingredients
- K5. The correct tools and equipment to carry out the following preparation methods: filleting (removing pin bone, rib bones and spine), cutting (darne, goujon, suprême, tronçon, délice, paupiette), skinning and trimming
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to carry out the following preparation methods correctly: filleting (removing pin bone, rib bones and spine), cutting (darne, goujon, suprême, tronçon, délice, paupiette), skinning, trimming, coating and marinading
- K8. The reasons for coating and marinading fish
- K9. The texture of different types of fish and what this means in terms of handling the fish during preparation
- K10. How to store prepared fish correctly
- K11. Healthy eating options when preparing fish

Unit 2FP2/05 Prepare shellfish for basic dishes

For Element 2FP2/05.1

- K1. How to check the shellfish meets requirements
- K2. What quality points to look for in fresh shellfish: prawns, shrimps, mussels, cockles, clams
- K3. What you should do if there are problems with the shellfish
- K4. The correct tools and equipment to carry out the following preparation methods: trimming, shelling, washing, coating, cutting.
- K5. How to carry out the following preparation methods correctly: trimming, shelling, washing, coating, cutting
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. What quality points to look for in prepared shellfish
- K8. How to store prepared shellfish correctly
- K9. Healthy eating options when preparing shellfish

Unit 2FP3/05 Prepare meat for basic dishes

For Element 2FP3/05.1

- K1. How to check the meat meets requirements
- K2. What quality points to look for in fresh red meat
- K3. What quality points to look for in fresh white meat
- K4. What you should do if there are problems with the meat or other ingredients
- K5. The correct tools and equipment to carry out the following preparation methods: cutting (portioning, slicing and dicing), mincing, seasoning/marinading, trimming
- K6. How to carry out the following preparation methods correctly: cutting (portioning, slicing and dicing), mincing, seasoning/marinading, trimming
- K7. Why it is important to use the correct tools, equipment and techniques
- K8. How to store prepared meat correctly
- K9. Healthy eating options when preparing meat

Unit 2FP4/05 Prepare poultry for basic dishes

For Element 2FP4/05.1

- K1. How to check that the poultry meets requirements
- K2. What quality points to look for in fresh poultry: duck, chicken and turkey
- K3. What you should do if there are problems with the poultry or other ingredients
- K4. The correct tools and equipment to carry out the following preparation methods: checking and preparing the cavity, seasoning/marinading, trimming, cutting (portion, dice and cut for sautéing), stuffing and filling, coating, trussing.
- K5. How to carry out the following preparation methods correctly: checking and preparing the cavity, seasoning/marinading, trimming, cutting (portion, dice and cut for sautéing), stuffing and filling, coating, trussing.
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to store prepared poultry
- K8. Healthy eating options when preparing poultry

Unit 2FP5/05 Prepare game for basic dishes

For Element 2FP5/05.1

- K1. How to check the game meets requirements
- K2. What quality points to look for in fresh game: skinned and plucked
- K3. What you should do if there are problems with the game or other ingredients
- K4. The correct tools and equipment to carry out the following preparation methods: checking and preparing the cavity, seasoning/marinading, trimming, cutting (portion and dice), stuffing and filling, trussing.
- K5. How to carry out the following preparation methods correctly: checking and preparing the cavity, seasoning/marinading, trimming, cutting (portion and dice), stuffing and filling, trussing
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to store prepared game
- K8. Healthy eating options when preparing game

Unit 2FP6/05 Prepare offal for basic dishes

For Element 2FP6/05.1

- K1. How to check the offal meets requirements
- K2. What quality points to look for in fresh offal: liver, kidney, sweetbread
- K3. What you should do if there are problems with the offal or other ingredients
- K4. The correct tools and equipment to carry out the following preparation methods: cutting and slicing, marinating/seasoning, coating with flour, skinning, trimming, blending and mincing
- K5. How to carry out the following preparation methods correctly: cutting and slicing, marinating/seasoning, coating with flour, skinning, trimming, blending and mincing
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to store prepared offal
- K8. Healthy eating options when preparing offal

Unit 2FP7/05 Prepare vegetables for basic dishes

For Element 2FP7/05.1

- K1. How to check the vegetables meet requirements
- K2. What quality points to look for in fresh vegetables: roots, bulbs, flower heads, fungi, seeds and pods, tubers, leaves, stems, vegetable fruits, seaweed
- K3. What you should do if there are problems with the vegetables or other ingredients
- K4. The correct tools and equipment to carry out the following preparation methods: washing, peeling, re-washing, chopping, traditional French cuts, slicing, trimming, grating
- K5. How to carry out the following preparation methods correctly: washing, peeling, re-washing, chopping, traditional French cuts, slicing, trimming, grating
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to maintain the appearance and texture of vegetables during preparation
- K8. How to store prepared vegetables
- K9. Healthy eating options when preparing vegetables

Unit 2FPC1/05 Prepare, cook and finish basic hot sauces

For Element 2FPC1/05.1

- K1. Safe and correct use of alcohol in sauces and why it is used
- K2. How to check the ingredients meet dish requirements
- K3. What quality points to look for in sauce ingredients
- K4. What you should do if there are problems with the ingredients
- K5. The correct techniques, tools and equipment to carry out the following preparation, cooking and finishing methods: weighing/measuring, chopping, simmering, boiling, 'make roux', passing/straining/blending, skimming, whisking, adding cream
- K6. How to carry out the following methods according to dish requirements: weighing/measuring, chopping, simmering, boiling, 'make roux', passing/straining/blending, skimming, whisking, adding cream
- K7. Why it is important to use the correct tools, equipment and techniques
- K8. The correct temperatures for cooking sauces
- K9. How to identify when sauces have the correct colour, flavour, consistency and quantity
- K10. How to present cooked sauces
- K11. The correct temperatures for holding and storing sauces
- K12. Healthy eating options when making hot sauces

Unit 2FPC2/05

Prepare, cook and finish basic soups

For Element 2FPC2/05.1

- K1. How to check that the ingredients meet dish requirements
- K2. What quality points to look for in soup ingredients
- K3. What you should do if there are problems with the ingredients
- K4. The correct tools and equipment to carry out the following preparation, cooking and finishing methods: weighing,/measuring, chopping, simmering, boiling, passing and straining, blending/liquidising, sweating vegetable ingredients, skimming, adding cream, garnishing
- K5. How to carry out the following methods according to dish requirements: weighing/ measuring, chopping, simmering,boiling,'make roux', passing/straining, blending/liquidising, sweating vegetable ingredients, skimming, adding cream, garnishing
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. The correct temperatures for cooking soups
- K8. How to identify when soups have the correct colour, flavour, consistency and quantity
- K9. How to finish and present cooked soups
- K10. The correct temperatures for holding and storing soups
- K11. Healthy eating options when making soups

Unit 2FPC3/05

Make basic stock

For Element 2FPC3/05.1

- K1. How to check the ingredients to meet requirements
- K2. What quality points to look for in stock ingredients
- K3. What you should do if there are problems with the ingredients
- K4. The correct techniques, tools and equipment to carry out the following preparation and cooking methods: weighing/measuring, browning/roasting, boiling, simmering, skimming and straining
- K5. How to carry out the following preparation and cooking methods according to requirements: weighing,/measuring, browning/roasting, boiling, simmering, skimming and straining
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. The correct temperatures for cooking stocks
- K8. How to identify when stocks have the correct colour, flavour and quantity
- K9. The correct temperatures for holding and storing stock
- K10. Healthy eating options when making stock

Unit 2FPC4/05

Prepare, cook and finish basic rice dishes

For Element 2FPC4/05.1

- K1. How to check the rice and other ingredients meet dish requirements
- K2. What quality points to look for in rice: long, short, round and brown
- K3. What you should do if there are problems with the rice and other ingredients
- K4. The correct tools and equipment to carry out the following preparation and cooking methods: washing/soaking, boiling, frying, braising, steaming, stewing, baking, microwaving
- K5. How to carry out the following cooking methods according to dish requirements: washing/soaking, boiling, frying, braising, steaming, stewing, baking, microwaving
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to identify when rice dishes have the correct colour, flavour, texture and quantity
- K8. The correct temperatures for holding and serving rice dishes
- K9. How to store cooked rice dishes
- K10. Healthy eating options when making rice dishes

Unit 2FPC5/05

Prepare, cook and finish basic pasta dishes

For Element 2FPC5/05.1

- K1. Why it is important to know the ingredients in the pasta dish
- K2. How to check the pasta and other ingredients meet dish requirements
- K3. What quality points to look for in pasta and other ingredients
- K4. What you should do if there are problems with the pasta and other ingredients
- K5. The correct tools and equipment for the following preparation and cooking methods: blanching, straining, mixing, boiling, baking, combining cooking methods
- K6. How to carry out the following preparation and cooking methods: blanching, straining, mixing, boiling, baking, combining cooking methods
- K7. Why it is important to use the correct tools, equipment and techniques
- K8. How to identify when pasta dishes have the correct colour, flavour, texture and quantity
- K9. The correct temperatures for holding and serving pasta dishes
- K10. How to store cooked pasta dishes
- K11. Healthy eating options when making pasta dishes

Unit 2FPC6/05

Prepare, cook and finish basic pulse dishes

For Element 2FPC6/05.1

- K1. How to check the pulses and other ingredients meet dish requirements
- K2. What quality points to look for in pulses: beans, peas and lentils
- K3. What you should do if there are problems with the pulse and other ingredients
- K4. The correct tools and equipment to carry out the following preparation and cooking methods: soaking, washing, boiling, braising, steaming, deep frying, stewing
- K5. How to carry out the following cooking methods according to dish requirements: soaking/washing, boiling, braising, steaming, deep frying, stewing
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to identify when pulse dishes have the correct colour, flavour, texture and quantity
- K8. The correct temperatures for holding and serving pulse dishes
- K9. How to store cooked pulse dishes
- K10. Healthy eating options when making pulse dishes

Unit 2FPC7/05 Prepare, cook and finish basic vegetable protein dishes

For Element 2FPC7/05.1

- K1. The advantages of using vegetable protein for some customers
- K2. How to check vegetable protein and other ingredients meet dish requirements
- K3. What you should do if there are problems with the vegetable protein and other ingredients
- K4. What quality points to look for in vegetable protein: soya, quorn, seitan, tofu
- K5. The correct tools and equipment to carry out the following preparation and cooking methods: cutting, soaking, marinading, seasoning, sautéing, grilling, frying, straining, baking, roasting, stewing
- K6. How to carry out the following cooking methods according to dish requirements: cutting, soaking, marinading, seasoning, sautéing, grilling, frying, straining, baking, roasting, stewing
- K7. Why it is important to use the correct tools, equipment and techniques
- K8. How to identify when vegetable protein dishes have the correct colour, flavour, texture and quantity
- K9. Healthy eating options when making vegetable protein dishes

Unit 2FPC8/05 Prepare, cook and finish basic egg dishes

- K1. How to check the eggs and other ingredients meet dish requirements
- K2. What you should do if there are problems with the eggs and other ingredients
- K3. The correct tools and equipment for the following preparation and cooking methods: whisking, boiling, frying, griddling, poaching, baking, scrambling, bain marie
- K4. How to carry out the following cooking methods according to product requirements: whisking, boiling, frying, griddling, poaching, baking, scrambling, bain marie
- K5. Why it is important to use the correct tools, equipment and techniques
- K6. How to identify when egg dishes have the correct colour, flavour, texture and quantity
- K7. How to finish basic egg dishes
- K8. The correct temperatures for holding and serving egg dishes
- K9. How to store cooked egg dishes
- K10. Healthy eating options when making egg dishes

Unit 2FPC9/05 Prepare, cook and finish basic bread and dough products

For Element 2FPC9/05.1

- K1. How to check the ingredients meet dish requirements
- K2. Quality points in ingredients for bread and dough products
- K3. What you should do if there are problems with the ingredients
- K4. The correct tools and equipment to carry out the following preparation and cooking methods: weighing/measuring, sieving, mixing/kneading, proving, knocking back, shaping, baking, frying
- K5. How to carry out the following cooking methods according to product requirements: weighing/measuring, sieving, mixing/kneading, proving, knocking back, shaping, baking, frying
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to identify when bread and dough products have the correct colour, texture and finish
- K8. How to carry out the following finishing methods: glazing, icing, filling, decorating
- K9. Correct temperatures for holding and serving bread and dough products
- K10. How to store bread and dough products
- K11. Healthy eating options when making bread and dough products

Unit 2FPC10/05 Prepare, cook and finish basic pastry products

For Element 2FPC10/05.1

- K1. How to check the ingredients meet requirements
- K2. What you should do if there are problems with the ingredients
- K3. Why it is important to follow a recipe correctly when preparing pastry products
- K4. The correct tools and equipment to carry out the following preparation and cooking methods: weighing/measuring, sifting, rubbing in, creaming, resting, piping, rolling, lamination, folding, cutting, shaping, trimming, lining, baking, combining cooking methods
- K5. How to carry out the following preparation and cooking methods according to product requirements: weighing/measuring, sifting, rubbing in, creaming, resting, piping, rolling, lamination, folding, creaming, cutting, shaping, trimming, lining, baking, combining cooking methods
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to identify when pastry products have the correct colour, texture and finish
- K8. How to store pastry products after preparation and cooking
- K9. Healthy eating options when making pastry products

Unit 2FPC11/05

Prepare, cook and finish basic cakes, sponges and scones

For Element 2FPC11/05.1

- K1. How to check the ingredients meet requirements
- K2. Quality points to look for in the ingredients
- K3. What you should do if there are problems with the ingredients
- K4. The correct tools and equipment to carry out the necessary preparation and cooking methods
- K5. How to carry out the necessary preparation and cooking methods according to product requirements: using ready mix, weighing/measuring, creaming/beating, whisking, folding, rubbing in, greasing, glazing, portioning, piping, shaping, filling, rolling, lining, trimming/icing, spreading/smoothing, kneading, dusting/dredging/sprinkling, mixing, baking
- K6. Why it is important to use the correct tools, equipment and techniques
- K7. How to identify when cakes, sponges and scones have the correct colour, flavour, texture and quantity
- K8. How to present basic cakes, sponges and scones
- K9. How to store cakes, sponges and scones
- K10. Healthy eating options when making cakes, sponges and scones

Unit 2FPC12/05

Prepare, cook and finish basic grain dishes

For Element 2FPC12/05.1

- K1. Other foods for which grains can be used as a substitute
- K2. How to check that grain and other ingredients meet dish requirements
- K3. What quality points to look for in grain: barley (pearl and pot), buckwheat, corn/maize (polenta), oats, millet, wheat (bulgar, semolina, cous cous, quinoa)
- K4. What you should do if there are problems with the grain and other ingredients
- K5. The correct tools and equipment to carry out the following preparation and cooking methods: soaking, boiling, straining and moulding, leaving covered, baking
- K6. How to carry out the following cooking methods according to dish requirements: soaking, boiling, straining and moulding, leaving covered, baking
- K7. Why it is important to use the correct tools, equipment and techniques
- K8. How to finish grain dishes according to dish requirements
- K9. How to identify when grain dishes have the correct colour, flavour, texture and quantity
- K10. The correct temperatures for holding and serving grain dishes
- K11. How to store cooked grain dishes
- K12. Healthy eating options when making grain dishes

Unit 2FPC13/05

Prepare, cook and finish healthier dishes

For Element 2FPC13/05.1

- K1. The concept of a balanced diet and why this is important to good health
- K2. Current government guidelines for healthy eating
- K3. The types and combinations of ingredients that make up a healthy dish
- K4. The nutritional benefits of minimising the fat, sugar and salt content of dishes
- K5. The nutritional benefits of starchy foods, fruit, vegetables and pulses
- K6. How to read and interpret food labelling
- K7. How to select types, combinations and proportions of ingredients that will make up a healthy dish
- K8. Techniques you can use to prepare ingredients in a healthier way
- K9. Techniques you can use to cook the dish in a way that maximises its nutritional value
- K10. Healthier flavourings that can be used as alternatives to salt and sugar
- K11. Why it is important to present healthier dishes to customers in an attractive way and how to do so
- K12. Why it is important to provide the customer with their choice of sauces, dressings, toppings and condiments
- K13. Healthier types of sauces, dressings, toppings and condiments that the customer may wish to use as an alternative

Unit 2FPC14/05

Prepare, cook and finish basic hot and cold desserts

For Element 2FPC14/05.1

- K1. How to store raw ingredients prior to preparation and cooking
- K2. How to check ingredients meet requirements
- K3. What you should do if there are problems with the ingredients
- K4. Why time and temperature are important when preparing, cooking and finishing basic cold and hot desserts
- K5. What quality points to look for in basic cold and hot desserts
- K6. The correct tools and equipment to carry out the following preparation methods: slicing, creaming, folding, moulding, mixing, aeration, addition of flavours/colour, pureeing, combining, portioning, chilling
- K7. The correct tools and equipment to carry out the following cooking methods: boiling/poachine, stewing, baking, combination cooking, steaming, bain-marie, frying
- K8. How to correctly carry out the preparation and cooking methods above
- K9. Why it is important to use the correct tools, equipment and techniques
- K10. How to carry out the following finishing methods: filling, glazing, piping, garnishing
- K11. How to identify when cold and hot desserts have the correct colour, texture, finish and quantity
- K12. What types of problems may occur when preparing and cooking cold and hot desserts and how to correct them
- K13. How to store prepared cold and hot desserts
- K14. Healthy eating options when making cold and hot desserts

Unit 2FPC15/05

Prepare and present food for cold presentation

For Element 2FPC15/05.1

- K1. How to make sure that the food products and garnish ingredients meet requirements
- K2. What quality points to look for in the presentation of cooked, cured and prepared foods
- K3. What you should do if there are problems with the food products and garnish ingredients
- K4. The correct tools and equipment to carry out the following preparation methods: slicing, dressing, garnishing, portioning, whisking, combining ingredients
- K5. Why it is important to use the correct tools, equipment and techniques
- K6. How to prepare the food products and garnish ingredients for cold presentation
- K7. How to produce basic vinaigrette and cold sauces
- K8. How to finish and garnish food products for cold presentation
- K9. How to identify when food products have the correct colour, flavour, texture and quantity
- K10. Why time and temperature are important when preparing cooked, cured and prepared food for presentation
- K11. Why cooked, cured and prepared foods should be stored at the required temperature before presentation
- K12. Healthy eating options when preparing and presenting food for cold presentation

Unit 2GEN2/05

Order stock

For Element 2GEN2/05.1

- K1. What the ordering process is
- K2. When you should order new stock
- K3. Who is responsible for arranging the central purchasing agreement
- K4. What the central purchasing agreement contains
- K5. Why, what and who to contact when problems occur with the ordering process
- K6. When ordering needs to be approved by a line manager
- K7. Where to obtain the ordering documentation from
- K8. What information needs to be entered on the documentation
- K9. Where ordering documentation is kept

Unit 2P & C1/05

Complete kitchen documentation

For Element 2P & C1.1/05

- K1. What documents need to be completed within the organisation
- K2. Why it is important to complete documentation
- K3. How to complete particular documents
- K4. Where to obtain appropriate documents from
- K5. When and where documentation is copied and kept
- K6. Why and who you should contact when problems occur
- K7. Why kitchen documentation needs to remain confidential
- K8. What information relating to working within the kitchen the law requires to be noted and kept

Unit 2P & C2/05

Set up and close kitchen

For Element 2P & C2.1/05

- K1. Why knives/utensils should be handled correctly
- K2. Why and to whom all accidents should be reported
- K3. How to safely turn on different types of equipment
- K4. Why faulty equipment and maintenance requirements should be reported to the proper person
- K5. Why it is important to ensure all appropriate equipment is safely turned off

For Element 2P & C2.2/05

- K6. Why tools and machinery should be cleared between tasks
- K7. Why it is important to monitor the temperature of kitchen storage equipment and areas
- K8. What the organisational menu requirements are in terms of the type, quality and number of ingredients

For Element 2P & C2.3/05

- K9. Why tools and equipment should be cleaned and stored following use
- K10. Organisational and legal requirements for food storage equipment when the kitchen is closed
- K11. Manufacturers and organisational requirements for turning off, unplugging and cleaning cooking equipment following use
- K12. Who you should report problems to

Unit 2P & C3/05

Prepare, cook, finish and present flour, dough and tray-bake products

What you must know

For Element 2P & C3/05.1

- K1. Why it is essential that ovens should be at the correct temperature before baking commences
- K2. Why time and temperature are important when preparing, cooking and storing basic flour, dough and tray-bake products
- K3. Why prepared basic flour, dough and tray-bake products should be stored at the required safe temperature before cooking

For Element 2P & C3/05.2

- K4. Quality points to look for in basic flour, dough and tray-bake ingredients
- K5. The preparation and cooking methods for basic flour, dough and tray-bake products
- K6. How to identify when different flour, dough and tray-bake products are cooked to dish requirements
- K7. How to present flour, dough and tray-bake products
- K8. What problems can occur while preparing and cooking flour, dough and tray-bake products, and who you would report the problem to
- K9. How to ensure the products have the correct aroma, texture, temperature and consistency
- K10. Why it is important to follow dish instructions, and to use the correct equipment while portioning
- K11. Healthy eating options when preparing, cooking and finishing basic flour, dough and tray-bake products

Unit 2GEN3/05 Maintain food safety when storing, preparing and cooking food

For the whole unit

- K1 How to operate a food safety management system
- K2 The concept of hazards to food safety in a catering operation, and the necessity of controlling these hazards in order to remove or keep risks to a safe level
- K3 What might happen if these hazards are not controlled
- K4 The types of hazards that you are likely to come across in a catering operation
- K5 How you must control these hazards by cooking, chilling (including storage), cleaning and the avoidance of cross-contamination
- K6 Why monitoring is important and key stages in the process
- K7 The importance of knowing what to do when things go wrong
- K8 The role of record keeping
- K9 Why some hazards are more important than others in terms of food safety
- K10 Who you should report to if you believe there are food safety hazards

For Element 2GEN3/05.1

- K12. Why you must wear clean and hygienic clothes appropriate to your job
- K13. Why you must tie your hair back and/or wear appropriate hair covering
- K14. What types of protective clothing is appropriate for different jobs in the storage, preparation and cooking of food
- K15. The food safety hazards that jewellery and accessories can cause
- K16. When you should change clothing and why this is important
- K17. Why you must wash your hands thoroughly after going to the toilet; before going into food preparation and cooking areas; after touching raw food and waste and before handling ready-to-eat food
- K18. How you wash your hands safely
- K19. Why it is important not to handle food if you have open wounds (including boils and septic cuts), and what to do if you have an open wound
- K20. Why it is important to report illnesses and infections promptly and why stomach illnesses are particularly important
- K21 Why it is important to avoid: touching face, nose or mouth; blowing your nose; chewing gum; eating; smoking - when you are working with food

Unit 2FS5/05 Convert a room for dining

For Element 2FS5/05.1

- K1 Why it is important to lift heavy or bulk items using approved safe methods
- K2 What the safe methods for lifting and carrying are
- K3 How to determine how many staff are needed for lifting and carrying different items
- K4 What equipment commonly needs to be moved
- K5 What specific packing requirements certain equipment may have
- K6 What the organisational table layouts are
- K7 What the organisation's service structure is
- K8 Why, and to who, problems such as damaged dirty or missing equipment, need to be reported

For Element 2FS5/05.2

- K9 What materials and equipment are used for cleaning different types of surfaces in the food dining areas
- K10 Why the work area needs to be inspected on completion
- K11 What information is required in order to clean food dining surfaces

Unit HS1 Supervise the work of staff

- K1. The importance of supervising the work of other staff so that they carry out work as planned
- K2. Relevant areas of employment and health and safety legislation
- K3. The limits of your responsibility when it comes to supervising other staff**
- K4. *Your organisation's procedures that are relevant to supervising the work of other staff*

For Element HS1.1

- K5. The importance of understanding the requirements for a piece of work
- K6. The importance of knowing about the resources that will be available to you
- K7. How to identify the requirements for a piece of work and the resources that will be available to you
- K8. How to develop plans – for example, staff rotas and schedules
- K9. The importance of contingency planning and how to develop contingency plans
- K10. How to make the best use of your resources, including staff skills
- K11. *The importance of consulting with other relevant people about your work plans*
- K12. The types of organisational constraints which influence your planning
- K13. How to brief your staff on your plans for their work
- K14. The importance of checking that other staff understand your plans for their work
- K15. *The types of situations that may cause you to update your plans*

For Element HS1.2

- K16. The importance of making sure that staff are meeting agreed requirements for their work
- K17. How to check the work of staff without causing disruption
- K18. The types of support that staff may need and how to provide such support
- K19. The types of problems that may occur and how to deal with these effectively

For Element HS1.3

- K20. The importance of giving feedback to staff and making sure that feedback is clear and objective
- K21. How to choose a time and a situation to give feedback to staff
- K22. How to give feedback to staff

- K23. The importance of praising staff's achievements
- K24. The importance of identifying areas of work where staff could improve their performance
- K25. How to give constructive suggestions and encouragement to staff
- K26. Why it is important to show respect for staff when you provide feedback and how to do so
- K27. The principles of confidentiality when providing feedback - which people should receive which pieces of information
- K28. How to motivate and gain staff's commitment by providing feedback

Unit 2GEN1/04 Give customers a positive impression of yourself and your organisation

For the whole unit

- K1. what your customers' rights are and how these rights limit what you are able to do for your customer
- K2. the specific aspects of health and safety, data protection, equal opportunities, disability discrimination and legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
- K3. industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers
- K4. any contractual agreements that your customers have with your organisation
- K5. the products or services of your organisation relevant to your customer service role
- K6. the guidelines laid down by your organisation that limit what you can do within your job
- K7. the limits of your own authority and when you need to seek agreement with or permission from others
- K8. any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
- K9. how to communicate in a clear, polite, confident way and why this is important
- K10. your organisation's standards for appearance and behaviour
- K11. your organisation's guidelines for recognising customers' needs and expectations and responding positively to them
- K12. the rules and procedures regarding the methods of communication you use
- K13. how to recognise when a customer is angry and confused

Level 1 Professional Cookery/Food Processing and Cooking Units (questions may be used to generate supplementary evidence of knowledge)

1GEN1/04 Maintain a safe, hygienic and secure working environment

1GEN2/04 Maintain and deal with payments

1GEN4/04 Contribute to effective teamwork

1GEN6/04 Maintain a vending machine

1FP3/05 Prepare hot and cold sandwiches

1P&C1/05 Package food for delivery

1FS4/04 Provide a counter/takeaway service

1FPC8/05 Cook and finish simple bread and dough products

Level 3 Professional Cookery

Compulsory questions need not be addressed to those pieces of knowledge in italics

Within each unit some knowledge statements are closely related. In these circumstances, a question could cover more than one knowledge statement. We have suggested where this may be the case by highlighting related knowledge statements in the same colour.

Knowledge statements that appear in italics can be covered by supplementary evidence in keeping with the evidence requirements

Unit 2GEN3/05 Maintain food safety when storing, preparing and cooking food – see Level 2 Professional Cookery

Unit 2FPC13/05 Prepare, cook and finish healthier dishes – see Level 2 Professional Cookery

Unit 3FC1/05 Cook and finish complex fish dishes

For Element 3FC1/05.1

- K1. How to select the correct type, quality and quantity of fish to meet dish requirements
- K2. What quality points to look for in fish: white fish (round), white fish (flat), oily and exotic
- K3. What you should do if there are problems with the fish or other ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following cooking methods: frying (deep and shallow), grilling, en papillote, baking, steaming, poaching (deep and shallow) and combining cooking methods.
- K5. How to combine fish with other ingredients to create a complex and balanced dish
- K6. How to carry out the following cooking methods according to dish requirements: frying (deep and shallow), grilling, en papillote, baking, steaming, poaching (deep and shallow) and combining cooking methods
- K7. The correct temperatures for cooking fish: white round, white flat, oily and exotic; and why these temperatures are important
- K8. The appropriate garnishes, dressing, sauces and glazes for a range of complex fish dishes
- K9. How to minimise and correct common faults in complex fish dishes
- K10. How to adjust the flavour, consistency and colour of the complex fish dish
- K11. The current trends and methodologies in relation to cooking and finishing complex fish dishes
- K12. The correct temperatures for holding and serving complex fish dishes
- K13. How to store complex fish dishes
- K14. Healthy eating options when cooking and finishing fish dishes

Unit 3FC2/05 Cook and finish complex shellfish dishes

For Element 3FC2/05.1

- K1. How to select the correct type, quality and quantity of shellfish to meet dish requirements

- K2. What quality points to look for in shellfish: oysters, crabs, prawns/shrimps, langoustines, lobster/crawfish, crayfish, scampi/Dublin Bay prawns, mussels, scallops, cockles (fresh)/clams
- K3. What you should do if there are problems with the shellfish or other ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following cooking methods: boiling, steaming, stewing, sautéing, frying (deep and shallow), grilling, baking, en papillote and combining cooking methods
- K5. How to combine shellfish with other ingredients to create a complex and balanced dish
- K6. How to carry out the following cooking methods according to dish requirements: boiling, steaming, stewing, sautéing, frying (deep and shallow), grilling, baking, en papillote and combining cooking methods
- K7. The correct temperatures for cooking shellfish: oysters, crabs, prawns/shrimps, langoustines, lobster/crawfish, scampi/Dublin Bay prawns, mussels, scallops, cockles (fresh)
- K8. How to adjust the flavour, consistency and colour of the complex shellfish dish
- K9. How to minimise and correct common faults in complex shellfish dishes
- K10. The appropriate garnishes, dressings, sauces and glazes to accompany complex shellfish dishes
- K11. The correct temperatures for holding and serving shellfish dishes
- K12. How to store complex shellfish dishes
- K13. Healthy eating options when cooking and finishing shellfish dishes

Unit 3FC3/05 Cook and finish complex meat dishes

For Element 3FC3/05.1

- K1. How to select the correct type, quality and quantity of meat for dish requirements
- K2. What quality points to look for in red meat
- K3. What quality points to look for in white meat
- K4. What you should do if there are problems with the meat or other ingredients
- K5. What the correct tools and equipment are and the reasons for using them when carrying out the following cooking methods: grilling (over and under fire), frying (deep, shallow and stir), boiling, braising, steaming, stewing, roasting, pot roasting, combining cooking methods
- K6. How to combine meat with other ingredients to create a complex and balanced dish
- K7. How to carry out the following cooking methods according to dish requirements: grilling (over and under fire), frying (deep, shallow and stir), boiling, braising, steaming, stewing, roasting, pot roasting, combining cooking methods
- K8. The correct temperatures for cooking red and white meat using all the methods listed above
- K9. How to check that meat is cooked correctly
- K10. How to minimise and correct common faults in complex meat dishes
- K11. How to adjust the flavour, consistency and colour of the complex meat dish
- K12. The appropriate garnishes, dressings, sauces and glazes for various complex meat dishes
- K13. The correct temperatures for holding and serving complex meat dishes
- K14. How to store complex meat dishes
- K15. Healthy eating options when cooking and finishing meat dishes

Unit 3FC4/05 Cook and finish complex poultry dishes

For Element 3FC4/05.1

- K1. How to select the correct type, quality and quantity of poultry and other ingredients to meet dish requirements
- K2. What quality points to look for in poultry: duck, guinea fowl, goose, chicken, turkey
- K3. What you should do if there are problems with the poultry or other ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following cooking methods: grilling, griddling, sautéing, roasting, poaching, pot roasting, frying (stir, deep and shallow), baking, steaming, en papillote, combining cooking methods
- K5. How to combine poultry with other ingredients to create a complex and balanced dish
- K6. How to carry out the following cooking methods according to dish requirements: grilling, griddling, sautéing, roasting, poaching, pot roasting, frying (stir, deep and shallow), baking, steaming, en papillote, combining cooking methods
- K7. The correct temperatures for cooking poultry: duck, guinea fowl, goose, chicken, turkey
- K8. The cooking methods appropriate to each type of poultry
- K9. How to check that poultry is cooked to the correct extent
- K10. How to minimise and correct common faults in complex poultry dishes
- K11. How to adjust the flavour, consistency and colour of the complex poultry dish
- K12. The appropriate garnishes, dressings, sauces and glazes for various complex poultry dishes
- K13. The correct temperatures for holding and serving complex poultry dishes
- K14. How to store complex poultry dishes
- K15. Healthy eating options when cooking and finishing complex poultry dishes

Unit 3FC5/05 Cook and finish complex game dishes

For Element 3FC5/05.1

- K1. How to select the correct type, quality and quantity of game to meet dish requirements
- K2. What quality points to look for in game: furred and feathered
- K3. What you should do if there are problems with the game or other ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following cooking methods: sautéing, roasting, braising, pot roasting, stewing, combining cooking methods
- K5. How to combine game with other ingredients to create a complex and balanced dish
- K6. How to carry out the following cooking methods according to dish requirements: sautéing, roasting, braising, pot roasting, stewing, combining cooking methods
- K7. The correct temperatures for cooking game: furred and feathered
- K8. Current trends in relation to game dishes
- K9. Which cooking methods are appropriate to each type of game
- K10. How to minimise and correct common faults in complex game dishes
- K11. How to adjust the flavour, colour and consistency for a complex game dish
- K12. The appropriate garnishes, dressings, sauces and glazes to accompany complex game dishes
- K13. The appropriate degree of cooking required for each type of complex game dish
- K14. The correct temperatures for holding and serving complex game dishes
- K15. How to store complex game dishes
- K16. Healthy eating options when cooking and finishing complex game dishes

Unit 3FC6/05 Cook and finish complex vegetable dishes

For Element 3FC6/05.1

- K1. How to select the correct type, quality and quantity of vegetables to meet dish requirements
- K2. What quality points to look for in vegetables: roots, bulbs, flower heads, exotic fungi, seeds and pods, tubers, leaves, stems, vegetable fruits, exotic vegetables (for example, truffles, expensive items and okra)
- K3. What you should do if there are problems with the vegetables or other ingredients
- K4. How to combine vegetables with other ingredients to create a complex and balanced dish
- K5. What the correct tools and equipment are and the reasons for using them when carrying out the following cooking methods: blanching, boiling, roasting, baking, grilling, braising, frying (deep, shallow and stir), steaming, stewing, combining cooking methods
- K6. How to carry out the following cooking methods according to dish requirements: blanching, boiling, roasting, baking, grilling, braising, frying (deep, shallow and stir), steaming, stewing, combining cooking methods
- K7. The correct temperatures for cooking vegetables: roots, bulbs, flower heads, exotic fungi, seeds and pods, tubers, leaves, stems, vegetable fruits, exotic vegetables (for example, truffles, expensive items and okra)
- K8. How to carry out the following finishing methods: garnishing and presentation
- K9. What cooking methods are appropriate to each type of complex vegetable dish
- K10. How to adjust the flavour, consistency and colour of the complex vegetable dish.
- K11. Healthy eating options when cooking and finishing complex vegetable dishes
- K12. How to minimise and correct common faults in complex vegetable dishes
- K13. How to maximize and retain nutritional content of complex vegetable dishes during cooking
- K14. The correct temperatures for holding and serving complex vegetable dishes
- K15. How to store complex vegetable dishes.

Unit 3FP1/05 Prepare fish for complex dishes

For Element 3FP1/05.1

- K1. The approximate yields of prepared fish
- K2. How to control portions to minimize waste
- K3. Suitable cuts for each type of fish
- K4. The main characteristics of each type of fish
- K5. The nutritional values of each type of fish
- K6. Preparation methods for different complex fish dishes
- K7. How to select the correct type, quality and quantity of fish to meet dish requirements
- K8. What quality points to look for in fresh fish: flat, round oily, and exotic
- K9. What you should do if there are problems with the fish or other ingredients
- K10. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation methods: gutting, filleting, cutting (darne, goujons, plait, paupiette, suprême and tronçon), cold smoking, trimming, skinning, portioning, marinating, coating, topping and covering
- K11. How to carry out the following preparation methods correctly: gutting, filleting, cutting (darne, goujons, plait, paupiette, suprême and tronçon), cold smoking, trimming, skinning, portioning, marinating, coating, topping and covering
- K12. How to store prepared fish
- K13. Health eating options when preparing fish for complex dishes

Unit 3FP2/05 Prepare shellfish for complex dishes

For Element 3FP2/05.1

- K1. How to select the correct type, quality and quantity of shellfish to meet dish requirements
- K2. What quality points to look for in fresh shellfish: oysters, crabs, prawns/shrimps, langoustines, lobster/crawfish, crayfish, scampi/Dublin Bay prawns, mussels, scallops, cockles/clams
- K3. How to detect live shellfish
- K4. What you should do if there are problems with the shellfish
- K5. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation methods: trimming, shelling, washing, marinating, coating, blending, cutting and storage.
- K6. How to carry out the following preparation methods correctly: trimming, shelling, washing, coating, blending, cutting and storage.
- K7. How to control portions and minimize waste
- K8. The approximate yields of prepared shellfish
- K9. The most suitable preparation methods for each type of shellfish
- K10. How to store prepared shellfish
- K11. Healthy eating options when preparing shellfish for complex dishes.

Unit 3FP3/05 Prepare meat for complex dishes

For Element 3FP3/05.1

- K1. How to select the correct type, cut, quality and quantity of meat to meet dish requirements
- K2. What quality points to look for in fresh meat: red meat, white meat
- K3. What you should do if there are problems with the meat or other ingredients
- K4. The correct tools and equipment to carry out the following preparation methods: boning, trimming, rolling, tenderising, chining, tying, larding/barding, portioning by weight, portioning for dish, slicing, mincing, seasoning/marinading
- K5. How to carry out the following preparation methods correctly: boning, trimming, rolling, tenderising, chining, tying, larding/barding, portioning by weight, portioning for dish, slicing, mincing, seasoning/marinading
- K6. How to control portions and minimise waste
- K7. The approximate yields of prepared meat and how to make use of by-products
- K8. The main characteristics of the different types of meat dishes
- K9. The current trends in relation to preparing meat dishes for cooking
- K10. The nutritional value of meat
- K11. Healthy eating options when preparing meat for complex dishes
- K12. How to store prepared meat.

Unit 3FP4/05 Prepare poultry for complex dishes

- K1. How to select the correct type, quality and quantity of poultry to meet dish requirements
- K2. What quality points to look for in fresh poultry: duck, guinea fowl, goose, chicken and turkey
- K3. What you should do if there are problems with the poultry or other ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation methods: checking and preparing the cavity, boning, seasoning, marinating, trimming, cutting, Ballottine blending, sieving, stuffing and filling, tying/trussing
- K5. How to carry out the following preparation methods correctly: checking and preparing the cavity, boning,

seasoning, marinading, trimming, cutting, Ballottine, blending, sieving, stuffing and filling, tying/trussing

K6. The approximate yields of prepared poultry

K7. How to control portions and minimize waste

K8. The main characteristics of the different types of poultry dishes

K9. The nutritional value of poultry

K10. How to store prepared poultry

K11. Healthy eating options when preparing poultry for complex dishes

Unit 3FP5/05 Prepare game for complex dishes

For Element 3FP5/05.1

- K1. How to select the correct type, quality and quantity of game to meet dish requirements
- K2. How to control portions and minimize waste
- K3. The approximate yields of prepared game
- K4. What quality points to look for in fresh game: in feather, in fur
- K5. What you should do if there are problems with the game or other ingredients
- K6. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation methods: skinning, plucking, washing, seasoning, marinating, trimming, cutting (portion and dice), stuffing and filling, tunnelling (bones), chining, drawing, hanging, Ballottine.
- K7. How to carry out the following preparation methods correctly: skinning, plucking, washing, seasoning, marinating, trimming, cutting (portion and dice), stuffing and filling, tunnelling (bones), chining, drawing, hanging, Ballottine.
- K8. The main characteristics of different types of game
- K9. The current trends in relation to preparing complex game dishes
- K10. How to store prepared game
- K11. Healthy eating options when preparing game for complex dishes.

Unit 3FPC1/05 Prepare, cook and finish complex hot sauces

For Element 3FPC1/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet sauce requirements
- K2. What quality points to look for in sauce ingredients
- K3. What you should do if there are problems with the ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation and cooking methods: weighing, measuring, chopping, simmering, reducing, boiling, 'make roux', passing/straining/blending, whisking
- K5. How to carry out the following cooking methods according to sauce requirements: weighing/ measuring, chopping, simmering, reducing, boiling, 'make roux', passing/straining/blending, whisking
- K6. The correct temperatures for cooking sauces
- K7. How to identify when sauces have the correct colour, flavour, consistency and quantity
- K8. How to finish and present complex sauces
- K9. How to minimise and correct common faults in complex sauces, stocks, gravies and glazes
- K10. How to adjust the taste and flavour of complex sauces, stocks, gravies and glazes
- K11. How to balance the flavour, texture, colour, consistency and quality of the final dish with the sauce
- K12. The appropriate accompaniments and garnishes for different complex sauces.
- K13. What quality points relate to complex sauces
- K14. The correct temperatures for holding and serving sauces
- K15. How to store cooked sauces
- K16. Healthy eating options when preparing, cooking and finishing complex hot sauces.

Unit 3FPC2/05 Prepare, cook and finish complex soups

For Element 3FPC2/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet dish requirements
- K2. What quality points to look for in soup ingredients
- K3. What you should do if there are problems with the ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation, cooking and finishing methods: weighing/ measuring, chopping, simmering, clarifying, boiling, whisking, passing and straining, skimming, chilling, liaison with garnish
- K5. How to carry out the following preparation methods according to dish requirements: weighing/ measuring, chopping
- K6. How to carry out the following cooking methods simmering, clarifying, boiling, whisking
- K7. How to carry out the following finishing methods: passing and straining, skimming, chilling, liaison with garnish
- K8. The correct temperatures for cooking soups
- K9. How to identify when soups have the correct colour, flavour, consistency and quantity
- K10. How to minimise and correct common faults in complex soups
- K11. How to adjust the taste and flavour of complex soups
- K12. How to cook and finish all the different complex soups from the menu
- K13. The correct temperatures for holding and serving complex soups
- K14. How to store soups
- K15. Healthy eating options when preparing, cooking and finishing complex soups

Unit 3FPC3/05 Prepare, cook and finish fresh pasta dishes

For Element 3FPC3/05.1

- K1. How to select the correct type, quality and quantity of pasta ingredients and other ingredients to meet dish requirements
- K2. What quality points to look for in pasta and other ingredients
- K3. What you should do if there are problems with the pasta and other ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation and cooking methods: weighing, measuring, sieving, pulling/kneading, resting, rolling, portioning, boiling, baking, combining cooking methods
- K5. How to carry out the following preparation and cooking methods according to dish requirements: weighing/ measuring, sieving, pulling/kneading, resting, rolling, portioning, boiling, baking, combining cooking methods
- K6. How to identify when freshly made pasta has the correct qualities
- K7. How to minimise and correct common faults with fresh pasta dishes
- K8. How to identify when fresh pasta dishes have the correct colour, flavour, texture and quantity
- K9. The correct temperatures for holding and serving complex pasta dishes
- K10. How to store complex pasta dishes
- K11. Healthy eating options when preparing, cooking and finishing complex pasta dishes.

Unit 3FPC4/05 Prepare, cook and finish complex bread and dough products

For Element 3FPC4/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet product requirements
- K2. What you should do if there are problems with the ingredients
- K3. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation and cooking methods: weighing/measuring, sieving, mixing/kneading, proving, knocking back, shaping, folding, laminating, baking
- K4. How to carry out the following preparation and cooking methods according to product requirements: weighing/measuring, sieving, mixing/kneading, proofing, knocking back, shaping, folding, laminating, baking
- K5. The quality points relating to prepared fermented dough products
- K6. How to control portions and minimise waste
- K7. The effects of various temperatures and humidities on the ingredients used
- K8. The storage/holding requirements and ideal conditions for processed dough products and what precautions should be taken when storing dough products
- K9. How to minimise and correct common faults in complex bread and dough products
- K10. The processing methods appropriate to each type of fermented dough product
- K11. The quality points relating to finished dough products
- K12. Healthy eating options when preparing, cooking and finishing complex bread and dough products

Unit 3FPC5/05 Prepare, cook and finish complex cakes, sponges, biscuits and scones

For Element 3FPC5/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet product requirements
- K2. Quality points to look for in the ingredients
- K3. What you should do if there are problems with the ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the necessary preparation and cooking methods
- K5. The effects of various preparation and aeration methods on different complex cake, sponge, biscuit and scone products
- K6. How the choice of flour and fat preparations relate to the end product
- K7. What preparation and cooking methods are appropriate to each type of complex cake, sponge, biscuit and scone products
- K8. The correct temperatures for cooking each type of complex cake, sponge, biscuit and scone product
- K9. How to carry out the necessary preparation and cooking methods according to product requirements
- K10. How to identify when cake, sponge, biscuit and scone products have the correct colour, flavour, texture and quantity
- K11. How to minimise and correct common faults with complex cake, sponge, biscuit and scone products
- K12. How to control portions and minimise waste
- K13. How to store complex cakes and biscuits
- K14. Healthy eating options when preparing and cooking complex cake, sponge, biscuit and scone products

Unit 3FPC6/05 Prepare, cook and finish complex pastry products

For Element 3FPC6/05.1

- K1. How to store raw ingredients before preparation and cooking
- K2. How to select the correct type, quality and quantity of ingredients to meet product requirements
- K3. What you should do if there are problems with the ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the necessary preparation and cooking methods
- K5. How to carry out the necessary preparation and cooking methods according to recipe requirements
- K6. The correct temperatures for cooking each type of complex pastry product
- K7. How to identify when pastry products have the correct colour, texture and finish
- K8. How to minimise and correct common faults with complex pastry products
- K9. How the use of different ingredients can affect the flavour of pastry
- K10. How to store complex pastry products
- K11. Healthy eating options when preparing, cooking and finishing complex pastry products

Unit 3FPC7/05 Prepare, process and finish complex chocolate products

For Element 3FPC7/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet product requirements
- K2. What you should do if there are problems with the ingredients
- K3. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation and processing methods: rolling, mixing, drying, manipulating, blend colour and flavour, cutting, spreading, melting, tempering, modelling
- K4. How to carry out the following processing methods according to product requirements: rolling, mixing, drying, manipulating, blend colour and flavour, cutting, spreading, melting, tempering, modelling
- K5. How to identify when chocolate products have the correct colour, flavour, texture and quantity
- K6. When couverture can be used and how it can be tempered
- K7. Common faults with chocolate products
- K8. How to correct the product to achieve requirements
- K9. Items that can be used to decorate chocolate products
- K10. How to decorate chocolate products
- K11. Current trends in relation to chocolate products
- K12. Healthy eating options when preparing, processing and finishing complex chocolate products
- K13. How to store complex chocolate products.

Unit 3FPC8/05 Prepare, process and finish marzipan, pastillage and sugar products

For Element 3FPC8/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet product requirements
- K2. What you should do if there are problems with the ingredients
- K3. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation and processing methods: boiling, dipping, moulding, pouring, rolling, mixing, conditioning, piping, pulling, manipulating, blending (colour and flavour), cutting and spreading, spinning
- K4. How to carry out the following processing methods according to product requirements: boiling, dipping, moulding, pouring, rolling, mixing, conditioning, piping, pulling, manipulating, blending (colour and flavour), cutting and spreading, spinning
- K5. Times and temperatures for cooking
- K6. How to identify when pastillage and sugar products have the correct colour, flavour, texture and quantity
- K7. Common faults with sugar and pastillage products
- K8. How to correct the product to achieve requirements
- K9. Items that can be used to decorate products
- K10. How to decorate products
- K11. Current trends in relation to pastillage and sugar products
- K12. Healthy eating options when preparing, processing and finishing pastillage and sugar products
- K13. How to store pastillage and sugar products.

Unit 3FPC9/05 Prepare, cook and present complex cold products

For Element 3FPC9/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet product requirements
- K2. What you should do if there are problems with the ingredients
- K3. What the correct tools and equipment are and the reasons for using them when carrying out the necessary preparation, cooking, finishing and presenting methods
- K4. How to carry out the necessary preparation, cooking, finishing and presenting methods according to product requirements
- K5. How to identify when complex cold products have the correct colour, flavour, texture and quantity
- K6. Common faults with complex cold products
- K7. How to correct products to achieve requirements
- K8. Items that can be used to garnish products
- K9. How to garnish products and present complex cold products
- K10. How to deal with items returned from the buffet
- K11. Current trends in relation to complex cold products
- K12. How to store complex cold products
- K13. Healthy eating options when preparing, cooking and presenting complex cold products.

Unit 3FPC10/05 Prepare, finish and present canapés and cocktail products

For Element 3FPC10/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet product requirements
- K2. What you should do if there are problems with the ingredients
- K3. What the correct tools and equipment are and the reasons for using them when carrying out the necessary preparation, cooking, finishing and presenting methods
- K4. How to carry out the necessary preparation, cooking, finishing and presenting methods according to product requirements
- K5. How to identify when canapés and cocktail products have the correct colour, flavour, texture and quantity
- K6. Common faults with canapés and cocktail products
- K7. How to correct products to achieve requirements
- K8. Items that can be used to decorate products
- K9. How to decorate products and present canapés and cocktail products
- K10. How to deal with items returned from the buffet
- K11. Current trends in relation to canapés and cocktail products
- K12. How to store canapés and cocktail products
- K13. Healthy eating options when preparing, finishing and presenting canapés and cocktail products.

Unit 3FPC11/05 Prepare, cook and finish dressings and cold sauces

For Element 3FPC11/05.1

- K1. How to select the correct type, quality and quantity of ingredients to meet dish requirements
- K2. What quality points to look for in dressings/sauce ingredients
- K3. What you should do if there are problems with the ingredients
- K4. What the correct tools and equipment are and the reasons for using them when carrying out the following preparation and cooking methods: weighing, measuring, chopping, simmering, reducing, boiling, 'make roux', passing/straining/blending
- K5. How to carry out the following cooking methods according to dish requirements: weighing, measuring, chopping, simmering, reducing, boiling, 'make roux', passing/straining/blending
- K6. The correct temperatures for cooking dressings/sauces
- K7. How to identify when dressings/sauces have the correct colour, flavour, colour, consistency and quantity
- K8. How to present cooked dressings/sauces
- K9. How to adjust the taste and flavour of dressings and cold sauces, stock, gravies and glazes
- K10. The appropriate accompaniments and garnishes for different dressings and cold sauces.
- K11. What quality points relate to dressings and cold sauces
- K12. How to store dressings and cold sauces
- K13. Healthy eating options when preparing, cooking and finishing dressings and cold sauces.

Unit 3FPC12/05 Prepare and cook and finish complex hot desserts

For Element 3FPC12/05.1

- K1. What the quality points are relating to the main ingredients
- K2. How to control portions and minimise waste
- K3. The appropriate preparation methods for the different complex hot desserts
- K4. The effects of various temperatures and humidities on ingredients used
- K5. What the correct tools and equipment are and the reasons for using them when preparing complex hot desserts
- K6. The types of problems that may occur when preparing hot desserts and how to deal with these correctly
- K7. Which cooking methods relate to each type of complex hot dessert
- K8. How to minimise common faults
- K9. What the quality points are relating to the finished product
- K10. The finishing methods appropriate for each type of product
- K11. The types of problems that may occur when cooking hot desserts and how to deal with these correctly
- K12. Healthy eating options preparing and cooking complex hot desserts

Unit 3FPC13/05 Prepare and cook and finish complex cold desserts

For Element 3FPC13/05.1

- K1. What the correct tools and equipment are and the reasons for using them when preparing complex cold desserts
- K2. How to control portions and minimise waste
- K3. The appropriate preparation methods for the different complex cold desserts
- K4. The types of problems that may occur when preparing cold desserts and how to deal with these correctly
- K5. What the processing methods appropriate to each type of product are
- K6. The quality points relating to processed and finished products
- K7. How to adjust flavours and minimise common faults
- K8. The types of problems that may occur when cooking and processing cold desserts and how to deal with these correctly
- K9. Healthy eating options preparing and cooking complex cold desserts

Unit 3FPC14/05 Produce sauces, fillings and coatings for complex desserts

For Element 3FPC14/05.1

- K1. What the quality points are relating to finished sauces, fillings and coatings
- K2. What the correct tools and equipment are and the reasons for using them when producing sauces, fillings and coatings for hot desserts
- K3. The required consistency of finished sauces, fillings and coatings
- K4. How to adjust flavours and minimise common faults
- K5. The effects of various temperatures and humidities on the ingredients used
- K6. What the uses are for various sauces, fillings and coatings
- K7. The types of problems that may occur with sauces, fillings and coatings and how to deal with these correctly
- K8. Healthy eating options producing sauces, fillings and coatings

Unit HS2 Establish and develop positive working relationships in hospitality

What you must know

For the whole unit

- K1. The importance of clear communication in the workplace and how to communicate clearly with colleagues, managers and customers
- K2. The basic legal requirements that cover the way you work with colleagues, for example equal opportunities and employment law
- K3. The importance of recognising and valuing diversity, for example, working with, or providing services for, people from different races and cultures, or people with disabilities
- K4. The types of special needs – including disabilities and communication difficulties – that colleagues and customers may have, and why it is important to try to meet these needs

For Element HS2.1

- K5. The importance of keeping colleagues informed about your work and other issues that may affect them
- K6. The types of issues that you should consult on with colleagues and how to do so
- K7. The importance of effective teamwork and how to achieve this
- K8. Strengths and weaknesses of your colleagues, your own strengths and weaknesses, and how to build on these in a team context
- K9. The importance of showing colleagues that you respect them as individuals and how to do this
- K10. The types of information about colleagues and customers that should be kept confidential
- K11. The importance of providing honest and helpful feedback to colleagues on their performance and how to do so in a way that motivates them
- K12. How to deal with disagreements between you and your colleagues
- K13. How to make opportunities to develop your working relationship with colleagues

For Element HS2.2

- K14. The importance of keeping managers up-to-date with what you are doing and about any important developments
- K15. How to keep managers informed
- K16. Situations where you may need your manager's help and advice
- K17. The importance of responding positively to feedback from your manager, and how to deal with such feedback
- K18. The correct procedures to follow when you have disagreements with managers

For Element HS2.3

- K19. *Your organisation's customer care policy*
- K20. How to present a positive image of yourself and your organisation to the customer
- K21. The types of behaviour that different customers might expect and how to adapt your behaviour to their expectations
- K22. The types of issues that customers need to be kept informed about
- K23. The importance of showing determination when meeting customers' needs and expectations
- K24. How to explain to customers when their needs and expectations cannot be met
- K25. How to exceed customers' expectations in the context of your role and responsibilities
- K26. *The limits of your own personal authority when it comes to dealing with customers and solving their problems*
- K27. *Your organisation's procedures for dealing with customer complaints*
- K28. *Your organisation's procedures for dealing with customers who are aggressive and abusive*
- K29. The importance of a professional relationship with customers

Unit HS3 Contribute to the control of resources

For the whole unit

- K1. *The equipment, colleagues and supplies that are used in your area of responsibility*
- K2. *How to check the resources that are currently available to you and make sure they are suitable for the work you have to carry out*
- K3. The importance of working within agreed spending limits
- K4. *A basic awareness of the cost of the resources you use and the organisation's financial targets*
- K5. A basic awareness of the impact that using some resources can have on the environment
- K6. *Your organisation's policies for ordering and using resources and controlling waste*
- K7. The health and safety requirements for the resources that you are responsible for

For Element HS3.1

- K8. *Who the organisation's regular suppliers are*
- K9. *Who is responsible for ordering supplies*
- K10. *What the normal consumption levels are*

- K11. *How to work out what resources you will need for your work*
- K12. How to collect information on resources that are available to you

- K13. *The correct procedures to follow to obtain required resources*
- K14. Why it is important to get management approval when you need to go beyond your agreed spending limits and how to do so

For Element HS3.2

- K15. *What records on the use of resources are required by your organisation*
- K16. The advantages of using computerised stock control systems
- K17. How to monitor the use of resources
- K18. The importance of keeping waste to a minimum and how to do so
- K19. *How to encourage efficient use of resources for the benefit of your organisation and the wider environment*
- K20. *How to motivate others to use resources efficiently*
- K21. *How to present recommendations to decision makers*

Unit HS4 Maintain the health, hygiene, safety and security of the working environment

What you must know

For the whole unit

- K1. *Your responsibilities for health, hygiene, safety, and security*
- K2. The main areas of health, hygiene, safety law and regulations that affect the work for which you are responsible
- K3. The statutory authorities that enforce these health, hygiene, and safety laws and regulations
- K4. *Your organisation's health, hygiene, safety and security procedures that are relevant to your work*
- K5. The implications of breaking the law on health, hygiene and safety both for you and your organisation
- K6. The person who is responsible for health, hygiene, safety and security in your organisation and their responsibilities

For Element HS4.1

- K7. *Your responsibilities for the health, hygiene, safety, and security of permanent and temporary staff and the importance of making sure they are aware of relevant procedures*
- K8. *How to communicate with colleagues on issues to do with health, hygiene, safety, and security*
- K9. *The types of information about health, hygiene, safety and security that you should record and store*
- K10. *The procedures you should follow to record and store information about health, hygiene, safety and security*
- K11. *Other people and organisations who need to have access to your information about health, hygiene, safety and security*
- K12. The information on health, hygiene, safety and security you might have to give to external authorities
- K13. The procedures you should follow to make recommendations about health, hygiene, safety and security and to whom you should make them

- K14. *Your organisation's emergency procedures*

For Element HS4.2

- K15. *How to identify, report or deal with faults with the equipment you are responsible for*
- K16. *The limits of your authority when directly dealing with hazards – what you can do yourself and what you need to report*
- K17. *How to develop contingency plans that will reduce the impact of any health, hygiene, safety and security problems that occur*
- K18. *How to monitor your area of responsibility to make sure you maintain the health, hygiene, safety and security of employees, customers and other members of the public*
- K19. How frequently you should carry out health, hygiene, safety and security inspections
- K20. *The typical health, hygiene, safety and security risks that exist, or may exist, in your area of responsibility*
- K21. *How to assess the risks associated with these hazards*
- K22. *How to minimise risks associated with hazards*

Unit HS9 **Contribute to the development of recipes and menus**

- K1. *What the existing style and policy of your organisation is in relation to recipes and menus*
- K2. How location and styles of operation can affect proposed menu items
- K3. What dietary requirements you should take into account when developing recipes and menus
- K4. Why staff skills should be assessed prior to proposing new recipes and menu items
- K5. **What potent allergens and allergic reactions are and their potential risks**
- K6. **What measures need to be taken to prevent reactions to potent allergens**

Element HS9.1

- K7. **What nutritional guidelines may affect the development of recipes**
- K8. **Where to gain information relating to recipes and ingredients, including high risk ingredients**
- K9. **Who to consult to gain feedback on proposed recipes**
- K10. **How to carry out and evaluate test runs of recipes**
- K11. **How to record information relating to proposed recipes**
- K12. **Who to make records of proposed recipes available to**
- K13. What quality standards are required for each recipe item you are considering including
- K14. How to assess the quality of potential ingredients
- K15. How available equipment can affect the production of food items
- K16. How to cost proposed recipes and work out gross profit

Element HS9.2

- K17. What lead times are required by your organisation for the implementation of new menu items
- K18. **What training may be needed to support the implementation of new menu items**
- K19. **How to brief your staff on new menu items and implementation plans**
- K20. **How to gain feedback from your staff on operational problems which may arise**
- K21. How to estimate lead times for the preparation of new menu items
- K22. How to allocate resources to your staff to enable them to implement new menu items
- K23. Why measures should be closely monitored when introducing new items
- K24. Why it is important to gain feedback from customers on new items and ways of doing this

Unit 3GEN1/05 Ensure appropriate food safety practices are followed whilst food is prepared, cooked and served

What you must know

For the whole unit

- K1 The importance of having food safety procedures
- K2 What are the types of food safety hazards (microbiological, physical, chemical and allergenic)
- K3 What are the principal causes of food safety hazards (e.g. human factors (including lack of effective supervision), lack of labelling information, supplier quality, cross contamination, premises and waste, personal health, handling issues and pests)
- K4 What are the significant food safety hazards in your workplace
- K5 What conditions affect microbial growth
- K6 What are the principal methods of controlling significant food safety hazards
- K7 What are the current food safety legislation requirements affecting your responsibilities

For Element 3GEN1/05.1

- K8 *Your responsibilities under your organisation's food safety procedures*
- K9. Why good hygiene practices are important
- K10. The principles of good workplace design and layout
- K11. The dangers of pest infestation and effective control measures
- K12. Effective equipment and surface cleaning methods and why these are important
- K13. The importance of food temperature control
- K14. Temperature levels and controls for the types of food you are responsible for during:
 - delivery
 - storage
 - preparation
 - cooking
 - cooling and reheating
 - holding and service
- K15. The importance of hygienic and effective waste disposal and the correct methods to control waste
- K16. The dangers of cross-contamination and methods you can use to eliminate these for any type of food safety hazard
- K17. Personal hygiene practices that your staff should follow according to operational requirements including:
 - hand washing
 - wearing of protective clothing, footwear and headgear
 - wearing of jewellery and accessories
 - treatment and covering of cuts, boils, grazes and wounds
 - reporting of illnesses and infections to the appropriate person
- K18. How to communicate responsibilities for food safety procedures to staff and make sure they understand these
- K19. How to make sure staff receive appropriate training to meet their food safety responsibilities

- K20. The types of failures that may occur with control measures and the corrective actions to take for these
- K21. The importance of providing feedback to the person responsible for the food safety procedures and the types of issues you should communicate

For Element 3GEN1/05.1

K22. The importance of being constantly alert to the possibility of food safety hazards in your area of responsibility and how to look out for these

K23. Common examples of food safety hazards in the following groups:

- microbiological
- physical
- chemical
- allergenic

K24. The indicators of food safety hazards in your area of responsibility

K25. The control measures appropriate to these indicators of food safety hazards

K26. The importance of contributing to the evaluation of the food safety procedures

Level 3 Hospitality Supervision

Compulsory Questions need not be addressed to those pieces of knowledge in italics

Within each unit some knowledge statements are closely related. In these circumstances, a question could cover more than one knowledge statement. We have suggested where this may be the case by highlighting related knowledge statements in the same colour.

Knowledge statements that appear in italics can be covered by supplementary evidence in keeping with the evidence requirements

Unit HS1 Supervise the work of staff

- K1. The importance of supervising the work of other staff so that they carry out work as planned
- K2. Relevant areas of employment and health and safety legislation
- K3. *The limits of your responsibility when it comes to supervising other staff*
- K4. *Your organisation's procedures that are relevant to supervising the work of other staff*

For Element HS1.1

- K5. The importance of understanding the requirements for a piece of work
- K6. The importance of knowing about the resources that will be available to you
- K7. How to identify the requirements for a piece of work and the resources that will be available to you
- K8. How to develop plans – for example, staff rotas and schedules
- K9. The importance of contingency planning and how to develop contingency plans
- K10. How to make the best use of your resources, including staff skills
- K11. The importance of consulting with other relevant people about your work plans
- K12. *The types of organisational constraints which influence your planning*
- K13. How to brief your staff on your plans for their work
- K14. The importance of checking that other staff understand your plans for their work
- K15. *The types of situations that may cause you to update your plans*

For Element HS1.2

- K16. The importance of making sure that staff are meeting agreed requirements for their work
- K17. How to check the work of staff without causing disruption
- K18. The types of support that staff may need and how to provide such support
- K19. The types of problems that may occur and how to deal with these effectively

For Element HS1.3

- K20. The importance of giving feedback to staff and making sure that feedback is clear and objective
- K21. How to choose a time and a situation to give feedback to staff
- K22. How to give feedback to staff
- K23. The importance of praising staff's achievements
- K24. The importance of identifying areas of work where staff could improve their performance
- K25. How to give constructive suggestions and encouragement to staff
- K26. Why it is important to show respect for staff when you provide feedback and how to do so
- K27. The principles of confidentiality when providing feedback - which people should receive which pieces of information

K28. How to motivate and gain staff's commitment by providing feedback

Unit HS2 Establish and develop positive working relationships in hospitality

For the whole unit

- K1. The importance of clear communication in the workplace and how to communicate clearly with colleagues, managers and customers
- K2. The basic legal requirements that cover the way you work with colleagues, for example equal opportunities and employment law
- K3. The importance of recognising and valuing diversity, for example, working with, or providing services for, people from different races and cultures, or people with disabilities
- K4. The types of special needs – including disabilities and communication difficulties – that colleagues and customers may have, and why it is important to try to meet these needs

For Element HS2.1

- K5. The importance of keeping colleagues informed about your work and other issues that may affect them
- K6. The types of issues that you should consult on with colleagues and how to do so
- K7. The importance of effective teamwork and how to achieve this
- K8. Strengths and weaknesses of your colleagues, your own strengths and weaknesses, and how to build on these in a team context
- K9. The importance of showing colleagues that you respect them as individuals and how to do this
- K10. The types of information about colleagues and customers that should be kept confidential
- K11. The importance of providing honest and helpful feedback to colleagues on their performance and how to do so in a way that motivates them
- K12. How to deal with disagreements between you and your colleagues
- K13. How to make opportunities to develop your working relationship with colleagues

For Element HS2.2

- K14. The importance of keeping managers up-to-date with what you are doing and about any important developments
- K15. How to keep managers informed
- K16. Situations where you may need your manager's help and advice
- K17. The importance of responding positively to feedback from your manager, and how to deal with such feedback
- K18. The correct procedures to follow when you have disagreements with managers

For Element HS2.3

- K19. *Your organisation's customer care policy*
- K20. How to present a positive image of yourself and your organisation to the customer
- K21. The types of behaviour that different customers might expect and how to adapt your behaviour to their expectations
- K22. The types of issues that customers need to be kept informed about
- K23. The importance of showing determination when meeting customers' needs and expectations
- K24. How to explain to customers when their needs and expectations cannot be met
- K25. How to exceed customers' expectations in the context of your role and responsibilities
- K26. *The limits of your own personal authority when it comes to dealing with customers and solving their problems*
- K27. *Your organisation's procedures for dealing with customer complaints*
- K28. *Your organisation's procedures for dealing with customers who are aggressive and abusive*
- K29. The importance of a professional relationship with customers

Unit HS3 Contribute to the control of resources

For the whole unit

- K1. *The equipment, colleagues and supplies that are used in your area of responsibility*
- K2. *How to check the resources that are currently available to you and make sure they are suitable for the work you have to carry out*
- K3. The importance of working within agreed spending limits
- K4. *A basic awareness of the cost of the resources you use and the organisation's financial targets*
- K5. A basic awareness of the impact that using some resources can have on the environment
- K6. *Your organisation's policies for ordering and using resources and controlling waste*
- K7. The health and safety requirements for the resources that you are responsible for

For Element HS3.1

- K8. *Who the organisation's regular suppliers are*
- K9. *Who is responsible for ordering supplies*
- K10. *What the normal consumption levels are*

- K11. *How to work out what resources you will need for your work*
- K12. How to collect information on resources that are available to you

- K13. *The correct procedures to follow to obtain required resources*
- K14. Why it is important to get management approval when you need to go beyond your agreed spending limits and how to do so

For Element HS3.2

- K15. *What records on the use of resources are required by your organisation*
- K16. The advantages of using computerised stock control systems
- K17. How to monitor the use of resources
- K18. The importance of keeping waste to a minimum and how to do so
- K19. *How to encourage efficient use of resources for the benefit of your organisation and the wider environment*
- K20. *How to motivate others to use resources efficiently*
- K21. *How to present recommendations to decision makers*

Unit HS4 Maintain the health, hygiene, safety and security of the working environment

For the whole unit

- K1. *Your responsibilities for health, hygiene, safety, and security*
- K2. The main areas of health, hygiene, safety law and regulations that affect the work for which you are responsible
- K3. The statutory authorities that enforce these health, hygiene, and safety laws and regulations
- K4. *Your organisation's health, hygiene, safety and security procedures that are relevant to your work*
- K5. The implications of breaking the law on health, hygiene and safety both for you and your organisation
- K6. The person who is responsible for health, hygiene, safety and security in your organisation and their responsibilities

For Element HS4.1

- K7. *Your responsibilities for the health, hygiene, safety, and security of permanent and temporary staff and the importance of making sure they are aware of relevant procedures*
- K8. *How to communicate with colleagues on issues to do with health, hygiene, safety, and security*
- K9. *The types of information about health, hygiene, safety and security that you should record and store*
- K10. *The procedures you should follow to record and store information about health, hygiene, safety and security*
- K11. *Other people and organisations who need to have access to your information about health, hygiene, safety and security*
- K12. *The information on health, hygiene, safety and security you might have to give to external authorities*
- K13. *The procedures you should follow to make recommendations about health, hygiene, safety and security and to whom you should make them*

- K14. *Your organisation's emergency procedures*

For Element HS4.2

- K15. *How to identify, report or deal with faults with the equipment you are responsible for*
- K16. *The limits of your authority when directly dealing with hazards – what you can do yourself and what you need to report*
- K17. *How to develop contingency plans that will reduce the impact of any health, hygiene, safety and security problems that occur*
- K18. *How to monitor your area of responsibility to make sure you maintain the health, hygiene, safety and security of employees, customers and other members of the public*
- K19. *How frequently you should carry out health, hygiene, safety and security inspections*
- K20. *The typical health, hygiene, safety and security risks that exist, or may exist, in your area of responsibility*
- K21. *How to assess the risks associated with these hazards*
- K22. *How to minimise risks associated with hazards*

Unit HS5 Manage yourself

Element HS5.1

- K1. *The importance of getting feedback from others on your performance and how to encourage, enable and use such feedback in a constructive manner*
- K2. *The principal skills required for effective managerial performance*
- K3. *The types of interpersonal skills required for effective teamwork*
- K4. *The current and likely future requirements and standards within your job role and how they correspond to your level of competence as a manager*

- K5. *The appropriate people from whom to get feedback on your performance*
- K6. *The importance of continuing self-development to managerial competence*
- K7. *How to assess your own current level of competence*
- K8. *How to develop a personal action plan for learning and self-development with realistic objectives*
- K9. *The types of development activities and their relative advantages and disadvantages*
- K10. *How to assess your personal progress and update your plans accordingly*

Element HS5.2

- K11. *How to assess how much information is required before an effective decision can be taken*
- K12. The importance of regular reviews of activity and rescheduling of work to achieving planned objectives
- K13. How to plan and carry out reviews
- K14. How to set objectives for yourself which are specific, measurable and achievable
- K15. How to prioritise work in line with organisational objectives and policies
- K16. How to estimate the amount of time required to carry out planned activities
- K17. The kind of contingencies which may occur and how to assess and plan for these
- K18. The importance of effective time management to managerial competence
- K19. How to identify and minimise unhelpful interruptions to planned work.

Unit HS6 Contribute to promoting hospitality services and products

For the whole unit

- K1. Relevant laws that you need to take account of when developing and implementing promotional activities, for example Trades Descriptions Act, Health and Safety at Work Act, COSHH, Food Hygiene etc
- K2. What may happen if your promotion breaks these laws

For Element HS6.1

- K3. *Your organisation's target markets which are relevant to your area of responsibility*
- K4. *Your organisation's sales targets which are relevant to your area of responsibility*
- K5. *Your organisation's main competitors which are relevant to your area of responsibility*
- K6. *Your organisation's other promotional plans that are relevant to your work*
- K7. *What resources are available for promotional activities*
- K8. *Where to obtain possible additional resources*

- K9. *Who you need to consult in your organisation to obtain additional resources*
- K10. How to present your promotional ideas effectively to other people in your organisation

For Element HS6.2

- K11. *The nature of the product being promoted and any other materials that feature in the promotion*
- K12. *Any possible adverse results that the promotion, products and other materials may have and how to avoid these*
- K13. *What information you need to support suggested promotional activities*
- K14. *What your organisation's procedures are for implementing promotional activities*
- K15. *The types of things that may disrupt your promotional activities and how to deal with these*
- K16. *How to measure the effectiveness of promotional activities*
- K17. *Who you should make recommendations for improving promotional activities*

Unit HS7 Maintain food production operations

- K1. Relevant legislation and other industry specific regulations and codes of practice
- K2. The principles and procedures involved in systems such as Hazard Analysis Critical Control Points (HACCP)
- K3. Why quality is important to the success of the food production operation and how to assess the quality of your own and other people's work
- K4. *The different roles and responsibilities of people in your area of responsibility and in other parts of the organisation that are relevant to food production*
- K5. How to organise your team and manage their time so that food production operations are efficient
- K6. How to motivate staff to achieve the required standards of quality and safety

- K7. *What the food production timescales are*
- K8. *What skills are required to implement your organisation's procedures for food production and how these compare with the skills that are available to you*
- K9. *The acceptable format for presenting and storing information in your area of responsibility*
- K10. Why confidentiality is important and how to ensure that confidential information is secure
- K11. What potent allergens and allergic reactions are and their potential risks
- K12. What measures need to be taken to prevent reactions to potent allergens

For Element HS7.1

- K13. When it is appropriate to use spoken or written instructions or demonstrations and pictures/diagrams
- K14. How to estimate the resources you need for food production operations

- K15. *Who to approach to get approval for additional resources*
- K16. How to make best use of available resources
- K17. How to monitor activities and performance against organisational standards and targets
- K18. What to do when performance does not match up to standards and targets
- K19. How, and when, to provide information to management

Element HS7.2

- K20. The potential hazards in the production of food
- K21. The importance of control points, including critical control points, in maintaining quality and safety
- K22. What staff responsibilities are in relation to developing and maintaining systems to meet control points
- K23. How to implement organisational systems to meet control points
- K24. What methods of collecting feedback from colleagues and customers are appropriate and how to use these methods
- K25. How to make judgements on feedback received and how to present information to management for their consideration

Unit HS8 Supervise a function

For the whole unit

- K1. *What your organisation's customer care policy is*
- K2. What potent allergens and allergic reactions are and their potential risks
- K3. What measures need to be taken to prevent reactions to potent allergens
- K4. Record keeping procedures for functions

For Element HS8.1

- K5. How to obtain the information you need about the function and customers' specific requirements
- K6. The types of specific requirements your customers may have, for example, for food, drinks, marketing or table planning
- K7. *The food and beverages that are available for the function*
- K8. *Who is responsible for organising deliveries*

- K9. *What equipment is available for the function*
- K10. *What the seating capacity of the venue is*
- K11. *Who decides how tasks are allocated to staff and how this should be done*
- K12. *Who is responsible for briefing staff about their responsibilities for the function*
- K13. How information about the function and their responsibilities in relation to it should be provided to staff
- K14. The health and safety and other legal requirements that affect the function and those that need to be communicated to customers
- K15. How information about the function should be communicated to customers
- K16. Why it is important to communicate with the organiser of the function and how you should do this
- K17. Why it is important to anticipate problems

For Element HS8.2

- K18. How to inspect the venue to ensure preparations are in order
- K19. How to monitor the function at appropriate times to make sure things are going as planned
- K20. Who you should liaise with during the function and why
- K21. The types of problems that may occur during functions and how you should deal with these

For Element HS8.3

- K22. What techniques are used to clear venues effectively
- K23. The types of problems that may occur when a function has finished, how to identify and report these
- K24. How to carry out an inspection of equipment used during functions
- K25. *Who is responsible for storing equipment and reporting loss or damage*
- K26. *What legal requirements cover the clearing of the venue*

Unit HS9 Contribute to the development and introduction of recipes and menus

- K1. *What the existing style and policy of your organisation is in relation to recipes and menus*
- K2. How location and styles of operation can affect proposed menu items
- K3. What dietary requirements you should take into account when developing recipes and menus
- K4. Why staff skills should be assessed prior to proposing new recipes and menu items
- K5. What potent allergens and allergic reactions are and their potential risks
- K6. What measures need to be taken to prevent reactions to potent allergens

Element HS9.1

- K7. What nutritional guidelines may affect the development of recipes
- K8. Where to gain information relating to recipes and ingredients, including high risk ingredients
- K9. Who to consult to gain feedback on proposed recipes
- K10. How to carry out and evaluate test runs of recipes
- K11. How to record information relating to proposed recipes

- K12. Who to make records of proposed recipes available to
- K13. What quality standards are required for each recipe item you are considering including
- K14. How to assess the quality of potential ingredients
- K15. How available equipment can affect the production of food items
- K16. How to cost proposed recipes and work out gross profit

Element HS9.2

- K17. What lead times are required by your organisation for the implementation of new menu items
- K18. What training may be needed to support the implementation of new menu items
- K19. How to brief your staff on new menu items and implementation plans
- K20. How to gain feedback from your staff on operational problems which may arise
- K21. How to estimate lead times for the preparation of new menu items
- K22. How to allocate resources to your staff to enable them to implement new menu items
- K23. Why measures should be closely monitored when introducing new items
- K24. Why it is important to gain feedback from customers on new items and ways of doing this

Unit HS10 Maintain the food service

What you must know
For the whole unit

- K1. *Your organisation's procedures and standards for food service and customer care and how to ensure that staff follow these*
- K2. *The roles and responsibilities of different people within your department and the wider organisation and how these affect food service*
- K3. What legislation and industry specific regulations and codes of practice relate to the food service operation
- K4. How to identify, deal with and report breaches of legislation, regulations and codes of practice
- K5. The types of foods that may cause allergic reactions
- K6. What measures you need to take to reduce the risk to customers

Element HS10.1

- K7. *Your organisation's standards of presentation for the food service area*
- K8. The information that customers need and how to provide this effectively
- K9. Who to liaise with when you are organising the food service
- K10. How to communicate operational procedures to staff
- K11. How to identify and evaluate possible solutions to problems that may occur during food service
- K12. *Who to consult with and inform when there are problems that you need to solve*
- K13. How to identify and obtain the resources that you need for food service
- K14. *How to correct and report failures to meet organisational standards and procedures*

Element HS10.2

- K15. How to communicate with customers
- K16. How to develop contingency plans
- K17. How to minimise disruptions to the service caused by problems
- K18. How to organise staff depending on service requirements
- K19. How to identify trends in levels of demand which influence staffing requirements
- K20. How to regulate the time you have available and how to prioritise tasks

Unit HS11 Maintain the drinks service

For the whole unit

- K1. *The different roles and responsibilities of people in your area of responsibility and in other parts of the organisation that are relevant to the drink service*
- K2. The basic legal requirements that affect the drink service in relation to:
 - Permitted hours
 - Drinking-up time
 - Licences
 - Residents and non-residents
 - Diners and non-diners
 - Young persons, service and employment
 - Right to eject and duty to refuse service
 - Gaming, betting and lotteries
 - Public entertainment
 - Weights and measures
 - Price lists and notices
 - Payment for drinks
 - Drugs
 - Trades descriptions and consumer protection laws
- K3. How deviations from legislation and industry specific regulations can be identified and put right
- K4. *Your organisation's procedures and policies that are relevant to the drink service*
- K5. Why standards need to be maintained in order to maximise the profitability of the drink service and customer satisfaction
- K6. Where information about licensing legislation can be found

For Element HS11.1

- K7. What methods can be used to monitor the preparation of the drink service area effectively
- K8. What action to take when standards of preparation are not met
- K9. How to ensure the preparation of the drink service area is done in time
- K10. What problems can affect the drink service and the preparation of areas
- K11. How contingency plans can be developed to reduce the impact of these problems

For Element HS11.2

- K12. How you can reallocate work to different members of your staff to reduce the impact of problems on service
- K13. What the effects of alcohol can be on customer behaviour and health
- K14. Why effective communication with customers is important to the organisation
- K15. How to communicate effectively with a range of customer groups, including those who are experiencing the effects of alcohol
- K16. What restrictions may influence the information given to customers

Unit HS12 Maintain the off-site food delivery service

For the whole unit

- K1. *The roles and responsibilities of yourself and your colleagues in delivering food to the customer and how you should work together*
- K2. *Which organisational procedures relate to the delivery of food to the customer*
- K3. *What methods can be used to supervise activities and performance in relation to organisational procedures*
- K4. *How to monitor that the quality of food is maintained before and during delivery*
- K5. *How to review and evaluate your operations, and make recommendations to management*
- K6. *How to implement the requirements of food hygiene, health and safety and other industry specific regulations and codes of practices*
- K7. *Your organisation's procedures that are relevant to the delivery of food to the customer*
- K8. *What stock is available within the department and how this compares to what is required*
- K9. *When to implement contingency plans and who to notify*
- K10. *How to communicate with members of your team and other colleagues in the organisation*
- K11. *How to lead your team by example*
- K12. *What packaging and containers are available and how they maintain the quality of the food items you are responsible for*
- K13. *What information needs to be collected and how to present it in an accepted format*

Unit HS13 Maintain cellar and drink storage operations

For the whole unit

- K1. *Your responsibilities for maintaining the cellar operation*
- K2. *What organisational procedures relate to the cellar and drink storage operation*
- K3. *Why procedures need to be followed for running cellar and drink storage operations*
- K4. *What health, safety and hygiene legislation affects the cellar and drink storage operation*
- K5. *How breaches of legislation can be identified and corrected*

For Element HS13.1

- K6. *How cellar and drink storage operations can be monitored*
- K7. *How new procedures can be identified and put into practice*
- K8. *How feedback from staff can be collected and used to develop procedures further*

For Element HS13.2

- K9. *How staff can be encouraged to report problems that might occur*
- K10. *The types of problems that may occur and how you can put these right*
- K11. *What the limits of your authority are in relation to dealing with drink storage problems*
- K12. *How procedures for drink storage and care can maximise profits for the organisation and maintain customer satisfaction*
- K13. *What industry codes of practice and specific legislation affect the cellar and drink storage operation*
- K14. *What authority you have when there are failures to implement the correct procedures and industry codes of practice*
- K15. *How to identify, record and report failures to implement the correct procedures and industry codes of practice*
- K16. *What the appropriate courses of action are in response to failures to implement correct procedures*

- K17. How disruption to service can be minimised in response to problems that arise
- K18. How contingency plans can be used to reduce the effects of problems that arise

Unit HS14 Maintain external areas

For the whole unit

- K1. How the maintenance of external areas can help maximise the profitability of the organisation
- K2. The basic legal requirements that affect the maintenance and preparation of external areas
- K3. What the implications of breaking the law are for you, your staff, organisation and customers
- K4. *What the limits of your authority are when dealing with situations where the law has been broken and when organisational procedures have not been followed*

For Element HS14.1

- K5. The procedures you use for the maintenance and preparation of external areas
- K6. How to decide what resources, for example materials and equipment, you need to maintain external areas
- K7. *How you can keep waste to a minimum*
- K8. *How to communicate your organisation's procedures to staff*
- K9. *How to instruct your staff to follow your organisation's procedures*
- K10. *Why it is important to inform staff when your procedures and standards are not met and how to do so*

For Element HS14.2

- K11. How to check that customers find external areas attractive
- K12. How to monitor maintenance work
- K13. How to identify hazards and assess risks in external areas
- K14. *How you should record and report information when the standards for external areas have not been met*
- K15. The types of action you could recommend to senior staff to deal with hazards and risks in external areas and how you should make these recommendations
- K16. *How you should communicate action to deal with hazards and risks to your staff*

Unit HS15 Maintain the wine cellar and dispense counter

- K1. The types of wine for which you are responsible and the particular requirements for storing and caring for these
- K2. The impact that the care of wine stocks can have on the profitability of the organisation
- K3. *What health, safety and hygiene legal requirements relate to wine cellar operation*
- K4. *How legal requirements and industry codes of practice relating to the wine cellar can be monitored and maintained*

For Element HS15.1

- K5. *What procedures are in place to ensure the correct storage of wine stock*
- K6. Why wine stocks need specific methods of care
- K7. *What specific industry codes of practice affect the storage of wine stocks*

For Element HS15.2

- K8. *What aspects of the wine stocks you should monitor*
- K9. How to identify damaged or sub-standard wine stock
- K10. *What action you should take if you discover faulty wine stock*
- K11. How to maintain correct environmental conditions in the wine cellar
- K12. How to store wine bottles correctly in order to minimise damage to labels and bottles
- K13. How to monitor and maintain stock rotation systems
- K14. Why security needs to be maintained within the wine cellar
- K15. How to respond to faults with wines identified by customers
- K16. What information regarding wine stocks needs to be recorded and where

Unit HS16 Maintain the vending service

For the whole unit

- K1. What legislation governs the maintenance of the vending service
- K2. *What your organisation's policies are for providing the vending service*
- K3. *What range of products is provided by your organisation*
- K4. *What type of machines are used by the organisation*
- K5. Why it is important for you to liaise with customers and staff
- K6. What legal requirements govern vending operations
- K7. What vended products can cause allergic reactions
- K8. What measures need to be taken to prevent reactions to potent allergens

For Element HS16.1

- K9. How to contribute to developing procedures for the vending service
- K10. *How to communicate these to your staff*
- K11. The resources you require for the vending service and how to obtain these
- K12. Why you need contingency plans to deal with problems with the vending service
- K13. *What resources you need to maintain the vending service*
- K14. What procedures you should use to monitor sales

K15. *Why you should report fluctuations in sales and who you should report these fluctuations to*

For Element HS16.2

K16. *What your organisation's policies are for identifying faults, breaches of security and damage*

K17. *What procedures staff should follow for cleaning and filling machines*

K18. *How products should be presented and displayed*

K19. *How frequently you should refill the machines in your area of responsibility*

K20. *Why it is vital to check that stock is kept at the correct temperature*

K21. *What systems are in place to ensure staff are following correct procedures*

K22. *What temperatures should be maintained for the products you are responsible for*

K23. *How you should communicate the procedures for refilling machines to staff*

Unit HS17 Maintain the housekeeping service

For the whole unit

K1. *The roles and responsibilities of different people in your organisation and department for procedures in relation to the housekeeping service*

K2. *How legislation affects housekeeping procedures*

K3. *How the housekeeping service integrates with other departments*

K4. *The problems that may arise if the housekeeping service and other departments do not work together*

For Element HS17.1

K5. *How your organisation's policies can affect the development of procedures for the housekeeping service*

K6. *How to allocate work to staff to ensure standards are maintained*

K7. *How to choose appropriate methods to brief your staff, for example verbal instructions, written instructions, demonstrations or diagrams*

K8. *How to monitor the allocation and use of resources*

K9. *The different cleaning agents and other materials used in the housekeeping service*

K10. *How to use and store cleaning agents and other materials used in the housekeeping service*

K11. *How to care for the different materials that are used in the housekeeping service*

K12. *How different surfaces should be cared for*

K13. *Standards of personal presentation, customer care and behaviour for staff*

For Element HS17.2

K14. *How to monitor the work of the housekeeping service*

K15. *The types of problems that may occur in the housekeeping service and how to deal with and report these*

K16. *Why it is important to evaluate information before you report it*

K17. *The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each*

K18. The limits of your authority when dealing with problems

For Element HS17.3

- K19. Why you should maintain confidentiality when collecting feedback*
- K20. How to report feedback*
- K21. Why feedback from customers and staff is essential in improving services and the overall management of the organisation*
- K22. How feedback from customers and staff should be obtained*
- K23. Why you should review procedures and how to do so*
- K24. How to identify and suggest possible ways of improving the housekeeping service*
- K25. How to alter work allocation in response to feedback*
- K26. How to give feedback to staff in a way that motivates them*
- K27. What the legal requirements are in relation to storing information about customers, staff and their comments*
- K28. Why the implications of legal requirements need to be regularly reviewed*

Unit HS18 Maintain the linen service

What you must know

For the whole unit

- K1. The roles and responsibilities of different people within your department and in the organisation that relate to running the linen service*
- K2. Your organisation's objectives and policies that are relevant to the running of the linen service*
- K3. How the linen service integrates with other departments in the organisation*
- K4. What may happen if the linen service and other departments do not work together*
- K5. How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice*
- K6. What action you should take when legal requirements are not met*

For Element HS18.1

- K7. How to build effective teams*
- K8. How to communicate effectively with others*
- K9. How to collect and analyse feedback*
- K10. How to estimate the time required for activities in the linen service*
- K11. How to estimate your requirements for other resources for activities in the linen service*
- K12. Why it is important to have contingency plans and how to develop them*
- K13. How to write procedures and work instructions*
- K14. How to explain procedures to staff, taking account of their abilities and circumstances*
- K15. Who to approach to get approval for the use of additional resources*
- K16. Why it is important to seek views and gain feedback from your staff and customers*

For Element HS18.2

- K17. *How to monitor staff performance against your organisation's standards*
- K18. *What action to take when staff performance falls below your organisation's standards*
- K19. *The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each*
- K20. *The types of problem likely to occur when running a linen service and how to deal with them*

- K21. *What the limits of your own authority are when dealing with problems*
- K22. *Who to approach when you do not have the authority to implement a solution to a problem*

Unit HS19 Monitor and solve customer service problems

- K1 *what your customers' rights are and how these rights limit what you are able to do for your customer*
- K2 *specific aspects of a) health and safety b) data protection c) equal opportunities d) disability discrimination e) legislation and regulations that affect the way the products or services you deal with can be delivered to your customers*
- K3 *industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers*

- K4. *any contractual agreements that your customers have with your organisation*
- K5. *the products or services of your organisation relevant to your customer service*
- K6. *the guidelines laid down by your organisation that limit what you can do within your job*
- K7. *the limits of your own authority and when you need to seek agreement with, or permission from, others*
- K8. *any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met*
- K9. *how to communicate in a clear, polite, confident way and why this is important*
- K10. *organisational procedures and systems for dealing with customer service problems*
- K11. *how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with the internal customer*
- K12. *how to negotiate with and reassure customers while their problems are being solved*
- K13. *how to negotiate with and reassure customers while their problems are being solved*

Unit HS20 Maintain the portering and concierge service

For the whole unit

- K1. *Your organisation's policies and standards for customer service*
- K2. How industry codes of practice and legislation directly affect portering and concierge procedures

For Element HS20.1

- K3. *The limits of your authority when it comes to developing and updating procedures*
- K4. *How you can allocate work to your members of staff to ensure standards of service are maintained*
- K5. How and when to brief to your staff
- K6. *Who you should communicate with in your organisation when you are developing new procedures*
- K7. Standards of personal presentation for staff

For Element HS20.2

- K8. How to monitor the allocation and use of resources
- K9. How to make sure that standards of customer service are being maintained
- K10. Why relationships with your internal customers need to be monitored to ensure an efficient service is provided

For Element HS20.2

- K11. *What the limits of your authority are when staff do not follow procedures and when dealing with problems*
- K12. How to minimise the effects of problems which might occur with the service
- K13. How operations by other departments can affect the portering and concierge service
- K14. Why it is important to give people accurate information
- K15. Why it is important to give your staff information about changes to work routines and about problems, and how to do so

For Element HS20.3

- K16. *The information you need to run the portering and concierge service and how to collect and check it*
- K17. Why it is essential to maintain confidentiality when dealing with information about staff and guests
- K18. How to make sure the portering and concierge service complies with legislation and your organisation's procedures
- K19. The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each
- K20. Why feedback from customers and staff is essential in developing services
- K21. What the organisational procedures are for recording and reporting feedback
- K22. How feedback can contribute to the management of your organisation and improving services further

- K23. *Why you should review your work procedures*
- K24. *How you should develop and present recommendations for improvements*
- K25. How to give feedback to team members
- K26. How the organisation can meet new customer needs and expectations
- K27. Who should be informed of suggestions to improve customer care
- K28. What legislation covers storing information about customers and staff

Unit HS21 Maintain the reception service

For the whole unit

- K1. *The roles and responsibilities of different individuals within your organisation and department and how they affect the reception service*
- K2. How to communicate with customers and suppliers
- K3. How the reception service integrates with other departments in the organisation
- K4. What may happen if the reception service and other departments do not work hand in hand
- K5. How to implement the requirements of health and safety, employment and practice

For Element HS21.1

- K6. How to build effective teams
- K7. *What services are available to customers*
- K8. *What customer needs and expectations are*
- K9. *How to obtain information on guests – including, where appropriate, guest histories*
- K10. What the department's service targets and standards are and how to assess performance of staff against them
- K11. How to estimate the time and other resources required for activities and ways of preparing contingency plans
- K12. Who to approach when you need approval for the use of additional resources
- K13. How to write procedures and work instructions effectively
- K14. *How to brief your staff taking account of the abilities and circumstances of individuals*
- K15. *What the relevant channels of communication are for establishing and updating procedures*
- K16. *What your organisation's discount policy is and how promotional offers should be handled*
- K17. *Organisational standards for the reception area and the personal presentation and behaviour of staff*

For Element HS21.2

- K18. Ways of handling customer complaints
- K19. *How to monitor staff performance against organisational standards*
- K20. *What action to take when staff performance falls below organisational standards*
- K21. *How to encourage staff to make decisions for themselves within the limits of their authority*
- K14. *What the limits of your own authority are when it comes to solving problems*

For Element HS21.3

- K22. Why it is important to seek the views of customers and staff and gain their feedback
- K23. How to act on the feedback you receive
- K24. *The information you need to run the reception service and how to collect this information*

- K25. The different ways of completing and storing records – computerised and paper-based – and the advantages and disadvantages of each
- K26. How to review and update plans, targets, objectives, activities and work performance
- K27. How to present recommendations for improvement

Unit HS22 Maintain the reservation and booking service

For the whole unit

- K1. *The roles and responsibilities of different individuals in your organisation and department and how these affect the reservation and booking service*
- K2. *What organisational policies apply to the running of the reservation and booking service and the review of procedures*
- K3. How to implement the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice
- K4. *What the organisation's product is and what services are available to the customer*
- K5. *What the organisation's discount policy is and how promotional offers should be handled*
- K6. *When and how commission should be paid to agents*
- K7. *What guest facilities are available in the organisation where the booking is being made*
- K8. What the organisation's overbooking policy is and the policy for out-booking guests if the hotel is full
- K9. How to communicate with customers

For Element HS22.1

- K10. How to estimate the time and other resources required for reservation and booking activities and ways of preparing contingency plans
- K11. *Who to approach when you need approval for the use of additional resources*
- K12. *How to develop reservation and booking procedures, if required*

For Element HS22.2

- K13. How to monitor your staff's performance against your organisation's standards and what to do if performance does not meet these standards
- K14. What action to take when staff performance falls below your organisation's standards
- K15. *How to identify possible solutions to problems and the limits of your authority when implementing these*

For Element HS22.3

- K16. Why it is important to seek the views of staff and customers and gain their feedback
- K17. The information you need to maintain and improve the reservation and booking service and how to collect it
- K18. The different ways of completing and storing records – computerised and paper-based – and the advantages and disadvantages of each
- K19. How to assess customers' needs
- K20. How to review and update plans, targets, objectives, activities and work performance
- K21. How to collect and analyse feedback
- K22. How to give feedback to your staff
- K23. How to present recommendations
- K24. How to assess whether the requirements of health and safety, employment and equal opportunities legislation and other industry specific regulations and codes of practice are being met

K25. What action should be taken in response to breaches of requirements

Unit HS23 Work with others to improve customer service

- K1. *customers' rights are and how these rights limit what you are able to do for your customer*
- K2. *the specific aspects of a) health and safety b) data protection c) equal opportunities d) disability discrimination e) legislation and regulations that affect the way the products or services you deal with can be delivered to your customers*
- K3. *industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers*
- K4. *any contractual agreements that your customers have with your organisation*
- K5. *the products or services of your organisation relevant to your customer service role*
- K6. *the guidelines laid down by your organisation that limit what you can do within your job*
- K7. *the limits of your own authority and when you need to seek agreement with or permission from others*
- K8. *any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met*
- K9. *how to communicate in a clear, polite, confident way and why this is important*
- K10. *who else is involved either directly or indirectly with your ability to offer your organisation's products or services*
- K11. *the roles and responsibilities of others in your organisation*
- K12. *the roles of others outside your organisation who have an impact on the products or services you provide*
- K13. *what the goals or targets of your organisation are in relation to customer service and how these are set*

Unit HS24 Contribute to the selection of personnel for activities

What you must know

For Element HS24.1

- K1. *How to make a case for additional personnel needs in a way which is likely to influence decision-makers positively*
- K2. *How to collect and check the validity of the information necessary to contribute to personnel requirements*
- K3. *The legal requirements for identifying personnel needs*
- K4. *The organisational requirements for identifying personnel needs*
- K5. *How to identify and interpret the work objectives and constraints which are relevant to identifying your personnel needs*
- K6. *How to help specify the job roles, competences and attributes required to meet these needs*

For Element HS24.2

- K7. *How to present suggestions for selection effectively*
- K8. *How to communicate effectively with the range of personnel involved*
- K9. *The importance of confidentiality during selection processes - what kinds of information may be made known to which staff*
- K10. *The importance of keeping accurate, complete and clear records of one's contributions to the selection process*
- K11. *Legal requirements for the selection of personnel*
- K12. *Organisational requirements for the selection of personnel*
- K13. *The range of methods which may be used for the assessment and selection of staff and the relative advantages and disadvantages of these for your team*

- K14. The contributions you can make to the assessment and selection of staff
- K15. How to make fair and objective assessments against criteria during the selection process

Unit HS25 Contribute to the development of teams and individuals

What you must know

For Element HS25.1

- K1. How to present development needs to people in a way which is likely to influence their decision making positively
- K2. The importance of team development to the continuing effectiveness of your organisation and your role and responsibilities in contributing to this
- K3. How to collect and validate the information needed to identify development needs
- K4. The importance of providing team members with opportunities to help them identify their own development needs
- K5. How to encourage and enable team members to identify their development needs
- K6. Team objectives and organisational values which have a bearing on development needs
- K7. How to decide whether development needs are consistent with organisational objectives and values
- K8. How to identify development needs in the team
- K9. What information is needed to identify development needs

For Element HS25.2

- K10. The importance of agreeing development plans with those involved and how to reach such agreements
- K11. *The team and organisational constraints which influence the planning of development activities*
- K12. How to contribute to planning the development of teams and individuals
- K13. The training needs you have identified and how your contributions to the planning process will help meet these needs
- K14. How to take account of team and organisational constraints in the planning process
- K15. The importance of taking account of team members' work activities, their learning abilities and personal circumstances and how to build these factors into development activities
- K16. The correct procedures for presenting your contributions to planning development activities

For Element HS25.3

- K17. The importance of monitoring and reviewing development activities and taking note of feedback from those who are taking part
- K18. How to encourage and gather useful feedback from team members on the development activities they are involved in
- K19. The types of contribution which you could make to development activities for your team members
- K20. How to choose contributions which are appropriate to your team members, the type of development activity which is planned and your own abilities and objectives
- K21. How to ensure your own contribution is meeting agreed objectives and plans for the activities
- K22. Why development activities should take account of team members' work activities, their learning abilities and personal circumstances

For Element HS25.4

- K23. *The information needed to assess team members' progress*
- K24. *How to collect and check the validity of information*

- K25. *The importance of confidentiality when carrying out and reporting assessments what types of information should be provided to which people*
- K26. *The importance of team members contributing to the assessment of their own progress*
- K27. *How to encourage and enable them to do so*
- K28. *The organisational procedures for reporting the results of assessment*
- K29. *The importance of assessing team members' development*
- K30. *The range of purposes which the assessment may have*
- K31. *The importance of agreeing the purpose of the assessment with team members, line managers, colleagues and specialists*
- K32. *The importance of fair and objective assessment*
- K33. *How to assess team members' progress against development objectives*
- K34. *Methods which may be used to assess the progress of team members objectively and fairly*

Unit HS26 Enter and find data using a computer

For the whole unit

- K1. *What a database is and what it can be used for*
- K2. *The basic terms used for the various parts of a database, for example, records and fields, indexes, and key words*
- K3. *Who to ask for instructions about inputting and finding data*
- K4. *Who to ask for guidance when data is unclear or incomplete, or when the required data is not available*
- K5. *Your organisation's procedures to protect data from loss or misuse*
- K6. *The timescales in which data should be input and found*
- K7. *The software you are using and how to input and find data efficiently*
- K8. *The basic legal requirements for storing data on a computer system*

For Element HS26.1

- K9. *How to input data to a computer accurately*
- K10. *How to identify and correct your own mistakes*
- K11. *How to add reference codes when required*
- K12. *How to delete or amend existing data*

For Element HS26.2

- K13. *How to search for data automatically using key data, and manually by browsing through the information on the computer*
- K14. *How to use print routines*
- K15. *The importance of making sure that only authorised people receive the data you have found*

Unit HS27 Control practices for handling payments

What you must know

For the whole unit

- K1. *The different roles and responsibilities of people in your area of work in relation to handling payments and collecting takings*
- K2. *Which organisational procedures relate to handling payments*
- K3. *What the limits of your authority are when controlling payments*
- K4. *How to plan the security of staff and takings*

- K5. Who to gain security advice from
- K6. Electronic point of sale systems (EPOS)
- K7. The various payment methods used in the industry, for example, cheques, credit cards, charge cards, 'smart' cards, vouchers and how to process them

For Element HS27.1

- K8. What confirmation systems are available when authorising payments
- K9. *How to estimate the till items you need for handling payments and who to gain approval from when you require additional ones*
- K10. How to control the issue and use of till items
- K11. How to present information concerning the payment procedures
- K12. The types of problems that may occur when controlling payment practices and how to deal with these effectively
- K13. How to monitor staff performance against organisational standards
- K14. What action to take when staff performance falls below standards

- K15. *How to operate the payment points and equipment used in your organisation*
- K16. How to deal with fraudulent payments

For Element HS27.2

- K17. *How to deal with fraudulent payments*
 - K18. *Which organisational procedures relate to the collection of takings*
 - K19. *How to operate payment points to obtain till readings*
 - K20. *How to record information legibly and who this information should be passed on to*
 - K21. *How to implement your organisation's security procedures*
- For Element HS27.3

- K22. *Which organisational procedures relate to processing payment information*
 - K23. How to communicate with staff to gain information about discrepancies
 - K24. What documentation must be completed and how to do so
 - K25. What action is appropriate in response to discrepancies
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- K15. *Who to report suspected dishonesty to and when this should occur*

Unit HS28Contribute to the development of a wine list

For the whole unit

- K1. The legal requirements for weights and measures, trades descriptions and licensing legislation
- K2. How to implement these legal requirements
- K3. *The different roles and responsibilities of people within your organisation in relation to developing a wine list*
- K4. *Which organisational procedures apply to the development of a wine list*

For Element HS28.1

- K5. What the current and future trends in wine consumption are and what your direct competitors are offering
- K6. What types of existing or new customers the wine list is aimed at
- K7. What budget is available
- K8. What the characteristics of wines from different regions are
- K9. How compatible different wines are with your organisation's menu
- K10. What the alcohol content is of wines listed
- K11. What wines are available from your suppliers
- K12. What alternative suppliers you could approach
- K13. How to present information to management in a format that will aid decision- making

For Element HS28.2

- K14. How to gather information that will help to plan and update the wine list
- K15. How to promote customer awareness of new wines and wine lists
- K16. How to communicate with your team members
- K17. How to collect feedback which can be used to evaluate the impact of new wines and how to present results to management
- K18. What methods of communication are appropriate for team members, customers, management and suppliers