

Unit PPL1FBS2 (HL2D 04) Provide a Food and Beverage Service

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about providing customers with an excellent food and beverage service experience. It covers greeting and seating customers, providing customers with information to enhance their visit, the service and appealing display of food and beverages and the maintenance of a welcoming service area. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **You must do:** |
| There must be evidence forall Performance Criteria (PC). The assessor **must** assess Performance Criteria (PC) 1–10 by directly observing the candidate’s work. |
| **Greet customers and take orders**1 Acknowledge your customers on arrival and help with their requirements in line with your workplace service style.2 Ensure your customers have the correct menu to choose from.3 Provide your customers with information which enhances their experience, answering questions and promoting your company's products and services.4 Identify your customers' orders correctly and process them efficiently.**Serve customers**5 Serve your customers with the correct quality items, at the correct temperature and according to your workplace service style and standards.6 Provide your customers with appropriate, clean and undamaged service items, condiments and accompaniments.**Maintain the customer service area**7 Clear the customer area of soiled, used or unused service items at appropriate times according to your workplace service style and standard.8 Ensure the customer area is kept appealing and welcoming to customers according to your workplace standard.9 Restock, replenish, store and display food and beverage items when necessary during the service.10 Keep the customer service area clean and tidy and free from rubbish and food debris. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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| **Scope/Range** |
| **What you must cover:** |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: |
| **one** from:a customers with routine needsb customers with non-routine needs | **one** from:c table serviced tray servicee counter or takeaway servicef trolley serviceg buffet or carvery service | **one** from:h information on items availablei information on dish compositionj information on prices, special offers, promotions | **two** from:k crockeryl cutlerym napkinsn trayso service cutlery | **one** from:p seasoningsq sugars or sweetenersr prepared sauces or dressingss prepared bread items | **two** from:t hot food itemsu cold food itemsv hot drinksw cold drinks |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** |
| **What you must cover** |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** | **q** | **r** | **s** | **t** | **u** | **v** | **w** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| **For the whole unit** |
| 1 | Your workplace standard for customer care and service style and why you should follow these. |  |
| **Greet customers and take orders** |
| 2 | The correct procedures when greeting and determining customer requirements and why these are important. |  |
| 3 | Why accuracy of the information given to customers is important. |  |
| 4 | Why it is important to take customer orders accurately and how to make sure that you do so. |  |
| 5 | Why it is important to give customers information that will enhance their visit and promote your workplace. |  |
| 6 | The types of unexpected situations that may occur when greeting customers and taking orders and how to deal with these. |  |
| **Serve customers** |
| 7 | Safe and hygienic working practices when serving customers and why these are important. |  |
| 8 | Why it is important to use appropriate, clean, undamaged service equipment when serving food and beverage items to customers. |  |
| 9 | Why portions must be controlled when serving customers. |  |
| 10 | Why food which is prepared first must be served first. |  |
| 11 | The types of unexpected situations that may occur when serving food and beverage items and how to deal with these. |  |
| **Maintain the customer service area** |
| 12 | Safe and hygienic practices for maintaining the customer service areas and why these are important. |  |
| 13 | Why customer service areas must be kept tidy, free from rubbish and food debris. |  |
| 14 | Why a constant stock of service items and the appropriate condiments and accompaniments must be maintained. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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