

3159 Plan and co-ordinate food services		
SQA Unit Code		F2R0 04
Level 3	SCQF Level 6	SCQF Credit value 6

Unit Summary

The unit is about planning and co-ordinating food and drink services in a retail environment. This may cover areas such as take-away service, table and tray service delivery and bake-off operations.

You need plan resources to meet planned and anticipated demand, and monitor food and drink service operations. You will need to supervise and support people to achieve objectives. You need to use quality records and manage risk effectively.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show:
<p>1. Plan resources to meet anticipated demand</p> <p>This means you:</p> <p>Plan for sufficient resources and personnel to undertake all work activities required to meet anticipated demand</p> <p>Allocate relevant personnel with required abilities to work activities</p> <p>Confirm availability of resources required for planned and anticipated demand</p> <p>Include contingency plans, based on your review of possible difficulties, which may be encountered</p> <p>Check that your plan is in line with all legal and standard operational requirements</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of planning resources to meet anticipated demand in accordance with workplace procedures</p>
<p>2. Monitor food services</p> <p>This means you:</p>	<p>Evidence of monitoring food services in accordance with workplace procedures</p>

<p>Monitor consistently the progress against targets and standards</p> <p>Provide supervision and support to your team to resolve difficulties and ensure targets are met</p> <p>Report difficulties outside of your area of responsibility to relevant personnel promptly and accurately</p> <p>Take prompt corrective action where technical or material faults threaten the effectiveness and achievement of targets and standards</p> <p>Follow legal and standard operational requirements</p> <p>Manage risk effectively and ensure the workplace is hazard free</p>	
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You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.

1. Key features of legal and standard operational requirements relating to food and drink services
2. How to plan resources to meet planned and anticipated demand
3. How to estimate and allow for contingencies
4. Types of tools and equipment and how to use them safely
5. The development needs and abilities of relevant personnel
6. How to check on availability of materials
7. Potential hazards and risks in the working environment
8. How to supervise and support people to achieve objectives
9. Corrective actions within own area of responsibility
10. How to use and interpret quality records in food and drink services
11. How to develop and improve food and drink service operations

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written

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