

PPL1FS409 - SQA Code HD4Y 04

Provide a counter/takeaway service



Overview

This unit is about taking customers' orders and serving food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying food and drink items in the correct manner.

PPL1FS409 - SQA Code HD4Y 04

Provide a counter/takeaway service

Performance criteria

You must be able to:

Serve customers at the counter

- P1 give your customers information that meets their needs, and promotes your organisation's products and services
- P2 find out what your customers require, and if necessary tell them about any waiting time
- P3 process the order promptly
- P4 serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type
- P5 make sure there are appropriate condiments and accompaniments available for your customers

You must be able to:

Maintain counter and service areas

- P6 keep your work area tidy, hygienic and free from rubbish and food debris during service
- P7 maintain enough stocks of clean service items
- P8 restock with food and drink items when necessary
- P9 display and store food and drink items in line as required
- P10 clear the work area of used and un-required service items at the appropriate times
- P11 dispose of rubbish, used disposable items and food waste as required

PPL1FS409 - SQA Code HD4Y 04

Provide a counter/takeaway service

Knowledge and understanding

You need to know and understand:

Serve customers at the counter

- K1 safe and hygienic working practices for serving customers at the counter and why these are important
- K2 why it is important to use separate serving equipment for each food item
- K3 why food and drink items must be served at the correct temperature
- K4 why portions must be controlled when serving customers
- K5 why information given to customers must be accurate
- K6 the types of unexpected situations that may occur when serving customers and how to deal with these

You need to know and understand:

Maintain counter and service areas

- K7 safe and hygienic practices for clearing and why these are important
- K8 why food which is prepared first, should be served first
- K9 why maintaining food at the correct temperature is important and how you can ensure this
- K10 why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service
- K11 why waste must be handled and disposed of correctly
- K12 why a constant stock of service items should be maintained
- K13 the types of unexpected situations that may occur when clearing away and how to deal with these

PPL1FS409 - SQA Code HD4Y 04

Provide a counter/takeaway service

Scope/range

- 1 Customers**
 - 1.1 customers with routine needs
 - 1.2 customers with non-routine needs

- 2 Information**
 - 2.1 items available
 - 2.2 ingredients
 - 2.3 prices, special offers and promotions

- 3 Food and drink items**
 - 3.1 hot food
 - 3.2 cold food
 - 3.3 hot drinks
 - 3.4 cold drinks

- 4 Condiments and accompaniments**
 - 4.1 seasonings
 - 4.2 sugars/sweeteners
 - 4.3 prepared sauces/dressings

- 5 Service items**
 - 5.1 service utensils
 - 5.2 food containers/dispensers
 - 5.3 trays
 - 5.4 crockery
 - 5.5 cutlery
 - 5.6 disposable items

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	