

Higher National Unit Specification

General information for centres

Unit title: Food Service for Food Production Personnel

Unit code: DL3L 33

Unit purpose: This unit is designed to give food production personnel an understanding of the different styles of service and how they affect the product and the presentation. Candidates will also have the opportunity to experience operating and organising a food service. Customer care skills and customer relations form an integral part of the unit.

On completion of the Unit the candidate should be able to:

1. Identify a range of food service styles and how they operate.
2. Prepare and operate a food service outlet in a variety of styles.
3. Display an understanding of customer care skills.

Credit points and level: 1 HN Credit(s) at SCQF level 6: (8 SCQF credit points at SCQF level 6*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: No prior knowledge of food service is required for this Unit, however an understanding of Health and Safety and Food Hygiene are desirable.

Core skills: There may be opportunities to gather evidence towards core skills in this Unit, although there is no automatic certification of core skills or core skills components.

Context for delivery: If this Unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

Assessment: There are two assessments, one assessment will be based on Outcome 1. The second assessment is in relation to the practical activity and covers Outcomes 2 and 3.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Identify a range of food service styles and how they operate

Knowledge and/or skills

- ◆ Differing styles of services
- ◆ Resources required for differing styles.
- ◆ Expectations of the customers in terms of the service styles chosen.
- ◆ Matching the menu to the service style
- ◆ Financial implications of the service style chosen
- ◆ Service standards and customer perceptions

Evidence requirements

Candidates must produce written/oral evidence to demonstrate that they are able to identify differing styles of service, and demonstrate an understanding of the resources required (including financial) to operate the service. Candidates must also be able to demonstrate that they can match the service style against the menu and the expectations of customers.

Assessment guidelines

The use of open book research and mini case studies covering a range of styles in different hospitality outlets is recommended. For example, a scenario covering the ways in which breakfast could be served in different catering outlets could be used.

Higher National Unit specification: statement of standards (cont)

Unit title: Food Service for Food Production Personnel

Outcome 2

Prepare and operate a food service outlet in a variety of styles

Knowledge and/or skills

- ◆ Appropriate equipment to the style
- ◆ Food service outlet preparation
- ◆ Food hygiene and health and safety regulations
- ◆ Personal hygiene
- ◆ Service skills
- ◆ Service of accompaniments
- ◆ Portion control procedures
- ◆ Reinstatement of the area after service

Evidence requirements

See Outcome 3.

Assessment guidelines

See Outcome 3.

Outcome 3

Display an understanding of customer care skills

Knowledge and/or skills

- ◆ The importance of knowledge of the menu and the products
- ◆ The importance of presenting a positive self image
- ◆ The importance of interacting with customers
- ◆ The importance of ensuring that the customer experience is positive
- ◆ The importance of accuracy in customer billing

Evidence requirements

Candidate evidence is generated through performance of the operation of food service. Performance evidence should be recorded on an observational checklist.

The observational checklist should cover the knowledge and skills of Outcomes 2 and 3. The performance evidence can be recorded over more than one practical session.

A minimum of 2 differing styles should be assessed one of which will be a restaurant style and the other at the Centre's discretion.

Higher National Unit specification: statement of standards (cont)

Unit title: Food Service for Food Production Personnel

Assessment guidelines

An assessment checklist designed on the Knowledge and Skills of Outcomes 2 and 3.

Not all aspects of the checklist need to be evidenced on each occasion.

Administrative Information

Unit code:	DL3L 33
Unit title:	Food Service for Food Production Personnel
Superclass category:	NB
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Higher National Unit specification: support notes

Unit title: Food Service for Food Production Personnel

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This unit is designed to give an understanding of the operational aspects of food service in a variety of venues to food production personnel.

The candidates do not require to have any previous restaurant knowledge or experience. They will be encouraged to work as a team to prepare and operate a variety of food service styles. Examples of food service styles that could be included are:

- ◆ hot and cold buffet
- ◆ plate service
- ◆ combined buffet and plate service
- ◆ part silver service

Guidance on the delivery and assessment of this Unit

This unit should concentrate on the practical aspects of service with the candidates being encouraged to discuss the problems/advantages of the styles of service adopted at a post service de-brief. These discussions could be enhanced and/or form part of the assessment for Outcome 1 by using the mini case studies. Throughout this unit formal lecturing should not be established as the norm.

The practical observation checklists used should reflect the content of the outcomes.

Open learning

Since this Unit is a practical Unit which involves group work and being part of a team careful thought should be given to its suitability to be delivered by open learning.

Candidates with additional support needs

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements for Candidates with Additional Support Needs* (BA 2399, SQA, due 2004).

General information for candidates

Unit title: Food Service for Food Production Personnel

This unit is designed to give you an understanding and experience of the operational aspects of working in and organising a food service. You will be encouraged to work as a member of a team and on completion of the unit you will be able to understand, from a kitchen perspective, the problems/advantages of a variety of food service styles.

Outcome 1 looks at the differing styles of food service and the resources required to operate them. It will give you a better understanding of how the food and the service style chosen should marry together.

Outcomes 2 and 3 are practical outcomes where you will firstly learn about and secondly operate a variety of food services styles, for example hot and cold buffet, plate service, combined plate and buffet service and part silver service.

You will develop an understanding of customer care and the need to remain calm and in control when under pressure in a food service setting.

Portion control and its relation to financial success will also form part of the learning experience.

These are two assessments for this outcome, one assessment relates to Outcome 1 where you will be asked to identify a range of food service styles and how each style operates. The second assessment relates to the practical activity and covers the other two outcomes.