

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**STATEMENT OF STANDARDS****UNIT NUMBER:** 5130366**UNIT TITLE:** COUNTER SERVICE OF FOOD AND DRINK

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. SET UP AND OPERATE A FOOD AND DRINK SERVICE COUNTER AND ASSOCIATED PUBLIC AREA

PERFORMANCE CRITERIA

- (a) The preparation of the counter servery and surrounding area is appropriate to the items to be served and is in accordance with organisational procedure.
- (b) Cleanliness of counter servery and surrounding area is maintained before, during and after service in line with specified procedures.
- (c) Restocking is carried out to maintain acceptable stock levels at all times.
- (d) Prices are calculated and change issued with complete accuracy.

RANGE STATEMENT

Counter servery and surrounding area: crockery; cutlery; drinks machines; hot tray; cold tray; hot foods; cold foods; snacks; non-alcoholic beverages.

EVIDENCE REQUIREMENTS

Performance evidence that the candidate can carry out the practical activities for counter service, and the surrounding area. This should include an element of re-stocking during the serving activity, the cleaning of the counter servery and surrounding area and any associated basic machinery and equipment and correct calculation of purchase and change.

OUTCOME**2. DISPLAY AND PRESENT FOOD AND DRINK ITEMS FOR SALE****PERFORMANCE CRITERIA**

- (a) Food and drink items are positioned appropriately to encourage sales.
- (b) Food and drink items are displayed attractively.
- (c) Food and drink items to be sold are maintained at the correct temperature.
- (d) Where appropriate, food and drink items are wrapped and portioned correctly.
- (e) Tariff of charges for food and drink items is visibly displayed.

RANGE STATEMENT

Counter servery: cold tray; hot tray; crockery; cutlery; hot drinks machines; cold drinks machines; hot foods; cold foods; snacks; non-alcoholic beverages.

EVIDENCE REQUIREMENTS

Performance evidence that the candidate displays food and drink items for sale, that portioning and presentation is in accordance with house standards and that items are maintained at the correct temperature.

OUTCOME**3. MAINTAIN THE ENVIRONMENT IN A CLEAN AND HYGIENIC MANNER****PERFORMANCE CRITERIA**

- (a) Tables and sideboards are regularly cleared of used crockery and cutlery.
- (b) Tables are hygienically cleaned and/or cloths replaced as required.
- (c) Used crockery and cutlery are neatly removed to wash-up area causing minimum disturbance to customers.

RANGE STATEMENT

The range for this outcome is fully explained in the performance criteria.

EVIDENCE REQUIREMENTS

Performance evidence that the candidate maintains the environment to the required level on a number of occasions.

OUTCOME

4. OPERATE EFFECTIVELY AS AN INDIVIDUAL AND AS PART OF A TEAM IN FAMILIAR CIRCUMSTANCES

PERFORMANCE CRITERIA

- (a) Allocated duties are always performed in a co-operative manner.
- (b) Other members of the team are willingly assisted as required.
- (c) Full co-operation with other members of the team is demonstrated at all times.
- (d) Targets for improving performance are agreed.
- (e) Personal effectiveness is measured against targets.

RANGE STATEMENT

Co-operative manner: adopt appropriate manner when seeking advice/assistance from others; respond positively and tactfully to instructions and advice.

Willingly assist: anticipate and respond to the needs of others.

Co-operate fully: play a leading role within the team.

EVIDENCE REQUIREMENTS

Performance evidence that, in a variety of familiar circumstances, the candidate can:

- (i) identify strengths and weaknesses of personal and inter-personal skills;
- (ii) develop target plan for improving performance during subsequent practical sessions;
- (iii) implement proposals;
- (iv) obtain feedback from supervisor/peer group;
- (v) record conclusions clearly and accurately and identify requirements regarding the future self-development of personal effectiveness.

This may be supported by supplementary evidence to ensure complete coverage of the performance criteria and range.

OUTCOME

5. CREATE AND MAINTAIN CUSTOMER GOODWILL AND ANTICIPATE CUSTOMER NEEDS

PERFORMANCE CRITERIA

- (a) A positive, friendly yet business-like attitude is displayed to customers at all times.
- (b) Advice and assistance is given to customers as appropriate.
- (c) Customers requirements are dealt with promptly and politely.
- (d) Good personal appearance, hygiene and safety standards are evident at all times.
- (e) Customer complaints or queries are dealt with or referred as appropriate.

RANGE STATEMENT

Customers: individuals; groups.

Advice and assistance: regarding menu choice and availability.

All times: on arrival; during customers' stay; on departure.

Standards: clothing; personal hygiene.

EVIDENCE REQUIREMENTS

Performance evidence on an ongoing basis of the candidate's ability to create and maintain customer goodwill and anticipate customer needs.

This may be supported by supplementary evidence to ensure complete coverage of the performance criteria and range.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 5130366

UNIT TITLE: COUNTER SERVICE OF FOOD AND DRINK

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit is designed to develop the understanding and skills associated with counter service and the maintenance of the service area. It aims to develop self-confidence in dealing with the public.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit will help you to develop understanding and skills associated with counter service and the maintenance of the service area. It also develops your self-confidence in dealing with the public.

CONTENT/CONTEXT The practical activities of counter service are crucial to the success of this unit and should be explored in detail with candidates.

Corresponding to outcomes 1 - 5:

1. Candidates will be required to understand the importance of the preparation and maintenance of the counter and surrounding areas prior to and during service.

An understanding of the importance of keeping the counter attractive and re-stocked during service.

An understanding of portion control, and carrying out simple oral instructions. the candidates will be required to understand and carry out various forms of calculating monies, eg. till, manual.

2. Knowledge of importance of where items are positioned and how an attractive display can increase sales.

Candidates should understand why items should be stored at correct temperatures at all times.
3. Knowledge required for this outcome relates to carrying out each process correctly with emphasis on safety hygiene.

The candidate will be required to show they can deal with customers in a pleasant and courteous manner under varying circumstances.
4. Clear, relevant and complete information must be present in the target plan.

Limited assistance may be given with the preparation of the plan and the identification of goals.

The targets identified must be feasible.

The plan must recognise the comments, feedback and advice from others.
5. Candidates will be required to show they can deal with customers in a pleasant and courteous manner under varying circumstances.

APPROACHES TO GENERATING EVIDENCE The learning and delivery approach should allow outcomes to be achieved in a candidate-centred, participative and practical manner.

The different styles of counter service can be explored by requesting candidates to visit a variety of local outlets.

ASSESSMENT PROCEDURES Centres may use the instruments of assessment that the tutors consider to be the most appropriate, however, the nature or evidence required relate very much to the practical exercises and the approach to generating evidence, ie the worksheets, checklists and report are considered to be the most practical in this instance.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised Groupings of National Certificate Modules'.

REFERENCES

1. Guide to unit writing. (A018).
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment. (B005).
3. Procedures for special needs statements are set out in SQA's guide 'Candidates with Special Needs'. (B006).

4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures. (F009).
5. For details of other SQA publications, please consult SQA's publications list. (X037).

A support pack for this unit is available from SQA. Please call our Sales and Despatch section on 0141-242 2168 to check availability and costs. Quote product code B084

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