

## National Unit Specification: general information

<b>UNIT</b>	Service of Food and Drink (Intermediate 2)
<b>NUMBER</b>	D04R 11
<b>COURSE</b>	Hospitality - General Operations (Intermediate 2)

### SUMMARY

On successful completion of this unit, the candidate will be competent in preparing, operating and maintaining a food and drink service area and working as part of a team.

### OUTCOMES

- 1 Prepare a food and drink service area.
- 2 Provide a basic style of food and drink service.
- 3 Create and maintain customer goodwill and anticipate customer needs.
- 4 Operate effectively as an individual and as part of a team.

### RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates will find it advantageous to have attained the following:

- a course or units in Hospitality or Home Economics at Intermediate 1
- Standard Grade Home Economics at General level
- other appropriate Hospitality units, or
- equivalent industrial experience

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### Administrative Information

<b>Superclass:</b>	NB
<b>Publication date:</b>	June 2002
<b>Source:</b>	Scottish Qualifications Authority
<b>Version:</b>	04

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## **National Unit Specification: general information (cont)**

**UNIT**        Service of Food and Drink (Intermediate 2)

### **CREDIT VALUE**

1 credit at Intermediate 2.

### **CORE SKILLS**

Core skills for this qualification remain subject to confirmation and details will be available at a later date.

Additional information about core skills is published in the *Catalogue of Core Skills in National Qualifications* (SQA, 2001).

## **National Unit Specification: statement of standards**

### **UNIT**      Service of Food and Drink (Intermediate 2)

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

#### **OUTCOME 1**

Prepare a food and drink service area.

##### **Performance criteria**

- (a) The preparation of the service and all associated areas is appropriate to the items to be served and is in accordance with the organisation's procedures
- (b) The cleanliness of the service and all associated areas is maintained before, during and after service to the organisation's standards of performance.

##### **Evidence requirements**

The evidence will be generated by candidates preparing ancillary areas on at least one occasion and preparing for a basic style of counter buffet style service on a total of one occasion. The candidate should check and record temperatures of food items and storage/holding equipment on at least one occasion. Equipment should be appropriate to the style of service.

For counter buffet style service this should include the use of:

- crockery and cutlery and/or disposable equivalents
- heated service counter or refrigerated service counter – if appropriate
- tea and coffee making equipment
- cash handling facility

Evidence can be in the form of a checklist.

## **National Unit Specification: statement of standards (cont)**

### **UNIT**      Service of Food and Drink (Intermediate 2)

#### **OUTCOME 2**

Provide a basic style of food and drink service.

##### **Performance criteria**

- (a) Items are presented attractively and appropriately throughout service.
- (b) Food items are served using safe and hygienic practices.
- (c) Non-alcoholic beverages are prepared and served using safe and hygienic practices.
- (d) Service areas are cleared of used materials and debris promptly and efficiently.
- (e) Charges are calculated and financial transactions are carried out with complete accuracy.

##### **Evidence requirements**

The evidence will be generated by candidates operating ancillary areas on at least one occasion and providing a basic style of counter buffet style service on a total of one occasion. The candidate should check and record temperatures of food items and storage/holding equipment on at least one occasion. Equipment should be appropriate to the style of service.

For counter buffet style service this should include the use of:

- crockery and cutlery and/or disposable equivalents
- heated service counter or refrigerated service counter – if appropriate
- tea and coffee making equipment
- cash handling facility

Each candidate will also require to act as cashier on the least one occasion to satisfy PC (e).

Evidence can be in the form of a checklist.

#### **OUTCOME 3**

Create and maintain customer goodwill and anticipate customer needs.

##### **Performance criteria**

- (a) A positive, friendly and professional attitude is evident at all times.
- (b) Advice and assistance are given as appropriate.
- (c) Customer comments and/or complaints are dealt with effectively.

## **National Unit Specification: statement of standards (cont)**

### **UNIT**      Service of Food and Drink (Intermediate 2)

#### **Evidence requirements**

Evidence should be provided that the candidate has satisfied each performance criterion on at least one occasion. This evidence can be in the form of a checklist.

#### **OUTCOME 4**

Operate effectively as an individual and as part of a team.

#### **Performance criteria**

- (a) Good personal appearance, hygiene and safety standards are maintained throughout the service period.
- (b) Required duties are agreed and allocated.
- (c) Co-operation with, and assistance to, other members of the team is given willingly and effectively.
- (d) Strengths and weaknesses in personal and team's performance are identified.
- (e) Strategies for improving personal and team's performance are devised.
- (f) Participates actively in a debriefing session from all individuals.

#### **Evidence requirements**

Evidence should be provided that the candidate has satisfied each performance criterion on at least one occasion. This evidence can be in the form of a checklist.

## **National Unit Specification: support notes**

### **UNIT           Service of Food and Drink (Intermediate 2)**

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

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

#### **GUIDANCE ON CONTENT AND CONTEXT FOR THIS UNIT**

The main function of this unit is to give the candidate an opportunity to perform a basic style of food and drink service in a controlled environment.

The checking and recording of temperatures should be logged on official records and an entry made in the candidate's log to record the details of the activity eg 'Today I checked and recorded the stillroom fridge temperature as 3°C at 10.40 hours. This was witnessed by Mr/s X.' Debriefing sessions are strongly recommended as a tool for this.

Although not directly assessed, candidates should be aware of different methods of coffee making; infusible products; other methods of dispensing non-alcoholic cold drinks. This may be evidenced by operating a realistic food service which will include main meals, snacks and beverages.

#### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

The candidate, through a structured learning approach, will be encouraged to operate within a team to plan, set up and provide food and drinks using a basic style of food service. All areas have to be reinstated according to the house standard at the end of each service session.

The following should be emphasised throughout the delivery of the unit:

- operating effectively as a member of a team
- providing warm and friendly service for customers
- working safely and hygienically in all areas

#### **GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT**

Wherever possible an integrated approach to assessment should be used.

A structured observation checklist with associated marking schedule can be used to record candidate attainment in the preparation activities for Outcome 1.

Similar instruments may be used to record attainment in carrying out the tasks for Outcomes 2, 3 and 4.

## **National Unit Specification: support notes (cont)**

**UNIT**      Service of Food and Drink (Intermediate 2)

### **SPECIAL NEEDS**

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special 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* (SQA, 2001).