

**Unit DT11 04 (1FS4)**

**Provide a counter/takeaway service**

This Unit has the following elements:

**Element 1 (1FS4.1)**

**Serve customers at the counter**

**Element 2 (1FS4.2)**

**Maintain counter and service areas**

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
(where applicable) \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Unit DT11 04 (1FS4)**

## **Provide a counter/takeaway service**

### **Unit Summary**

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.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ greeting customers
- ◆ providing information
- ◆ taking orders
- ◆ serving customers with their orders
- ◆ providing seasonings and sauces
- ◆ cleaning and clearing away

**Unit DT11 04 (1FS4)**

**Provide a counter/takeaway service**

**Element 1 (1FS4.1)**

**Serve customers at the counter**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
①	Give your <b>customers information</b> that meets their needs, and promotes your organisation's products and services	
②	Find out what your <b>customers</b> require, and if necessary tell them about any waiting time	
③	Process the order promptly	
④	Serve <b>food and drink items</b> at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type	
⑤	Make sure there are appropriate <b>condiments and accompaniments</b> available for your <b>customers</b>	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Customers, at least one required from the following:</i></b>						
with special requirements						
without special requirements						
<b><i>Information, at least two required from the following:</i></b>						
items available						
ingredients						
prices, special offers and promotions						
<b><i>Food and drink items, at least two required from the following:</i></b>						
hot food						
cold food						
hot drinks						
cold drinks						
<b><i>Condiments and accompaniments, at least two required from the following:</i></b>						
seasonings						
sugars/sweeteners						
prepared sauces/dressings						

**Unit DT11 04 (1FS4)****Provide a counter/takeaway service****Element 1 (1FS4.1)****Serve customers at the counter**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DT11 04 (1FS4)**

**Provide a counter/takeaway service**

**Element 2 (1FS4.2)**

**Maintain counter and service areas**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
①	Keep your work area tidy, hygienic and free from rubbish and food debris during service	
②	Maintain enough stocks of clean <b>service items</b>	
③	Restock with <b>food and drink items</b> when necessary	
④	Display and store food and drink items in line as required	
⑤	Clear the work area of used and unrequired <b>service items</b> at the appropriate times	
⑥	Dispose of rubbish, used disposable items and food waste as required	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Service items, at least three required from the following:</i></b>						
service utensils						
food containers/dispensers						
trays						
crockery						
cutlery						
disposable items						
<b><i>Food and drink items, at least two required from the following:</i></b>						
hot food						
cold food						
hot drinks						
cold drinks						

**Unit DT11 04 (1FS4)****Provide a counter/takeaway service****Element 2 (1FS4.2)****Maintain counter and service areas**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DT11 04 (1FS4)****Provide a counter/takeaway service**

<b>What you must know for the Unit</b>	
<b>Element 1 (1FS4.1)    Serve customers at the counter</b>	
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 items
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
<b>Element 2 (1FS4.2)    Maintain counter and service areas</b>	
K7	Safe and hygienic working practices for clearing and why these are important
K8	Why food which is prepared first should be served first
K9	Why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service
K10	Why waste must be handled and disposed of correctly
K11	Why a constant stock of service items should be maintained
K12	The types of unexpected situations that may occur when clearing away and how to deal with these

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_**Date:** \_\_\_\_\_

**Unit DT11 04 (1FS4)****Provide a counter/takeaway service**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		



Assessor Feedback