

**Unit DR7M 04 (1FS5)**

**Provide a trolley service**

This Unit has the following elements:

**Element 1 (1FS5.1)**

**Prepare a catering trolley for service**

**Element 2 (1FS5.2)**

**Serve products from a catering trolley**

**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 DR7M 04 (1FS5)

## Provide a trolley service

### Unit Summary

This Unit is about preparing service equipment and stock items for trolley service. It also covers serving products from the trolley, and cleaning the trolley after service.

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

- ◆ checking the trolley is clean, undamaged and ready for use
- ◆ preparing service equipment, waste containers and stock items
- ◆ recording stock levels prior to service
- ◆ displaying food and drink products
- ◆ meeting and greeting customers
- ◆ serving customers
- ◆ calculating and recording stock that has been sold
- ◆ cleaning and clearing away

What some of the words in this Unit mean	
<b>Napkins</b>	disposable and non-disposable
<b>Cutlery</b>	disposable and non-disposable
<b>Crockery</b>	disposable and non-disposable
<b>Service cutlery</b>	disposable and non-disposable
<b>Accompaniments</b>	sugar, milk, seasonings etc

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**Element 1 (1FS5.1)**

**Prepare a catering trolley for service**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
①	Check that the trolley is clean, undamaged and ready for use	
②	Check that the <b>service equipment</b> and <b>stock items</b> are clean, undamaged and prepared correctly ready for use	
③	Record stock levels prior to service, in line with relevant specifications	
④	Make sure that refuse and waste food containers are clean and ready for use	
⑤	Display food and drink products for service, in a way that will promote sales	

<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 equipment, at least three required from the following:</i></b>						
cash box, till, receipts, cash alternatives						
hot and cold beverages dispensers						
refrigerated units						
credit card printer						
service cutlery						
napkins						
cutlery						
crockery						
<b><i>Stock items, at least two required from the following:</i></b>						
food products						
drink products						
confectionary						
accompaniments						

**Unit DR7M 04 (1FS5)****Provide a trolley service****Element 1 (1FS5.1)****Prepare a catering trolley for service**

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

**Unit DR7M 04 (1FS5)**

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**Element 2 (1FS5.2)**

**Serve products from a catering trolley**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
①	Greet and deal with your customers promptly	
②	Give your customers accurate <b>information</b> that meets their needs, and promotes your organisation's products	
③	Serve stock with appropriate, clean, undamaged service equipment	
④	Work out how much stock you have sold, and record this in line with workplace procedures	
⑤	Clean the trolley thoroughly after service so that it meets legal and organisational requirements	

<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>Information, at least one required from the following:</i></b>						
available products						
prices						
<b><i>Service equipment, at least three required from the following:</i></b>						
cash box, till, receipts, cash alternatives						
hot and cold beverages dispensers						
refrigerated units						
credit card printer						
service cutlery						
napkins						
cutlery						
crockery						
<b><i>Stock, at least two required from the following:</i></b>						
food products						
drink products						
confectionary						
accompaniments						

**Unit DR7M 04 (1FS5)****Provide a trolley service****Element 2 (1FS5.2)****Serve products from a catering trolley**

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

**Unit DR7M 04 (1FS5)****Provide a trolley service**

<b>What you must know for the Unit</b>	
<b>Element 1 (1FS5.1) Prepare a catering trolley for service</b>	
K1	Safe and hygienic working practices when preparing a catering trolley for service and why these are important
K2	Cleaning specifications for the trolley and related areas
K3	Why waste must be handled and disposed of correctly
K4	Why the trolley must be kept clean and free from damage
K5	Why a constant stock of food and drink products should be maintained
K6	The types of unexpected situations that may occur when you are preparing the trolley and how to deal with these
<b>Element 2 (1FS5.2) Serve products from a catering trolley</b>	
K7	Safe and hygienic working practices when serving products from the catering trolley and why these are important
K8	Your organisation's standards for customer care and why these should be followed
K9	Why the trolley must be handled safely and what the safety procedures for the trolley are
K10	Which aspects of current health and safety legislation are relevant to the service of products from the catering trolley
K11	How to operate the catering trolley
K12	Prices and availability of products
K13	How to calculate and record the stock sold after service
K14	The types of unexpected situations that may occur when you are serving from the trolley and clearing away and how to deal with these

Knowledge evidence retained

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

**Unit DR7M 04 (1FS5)****Provide a trolley service**

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



Assessor Feedback