



Unit F7KP 04 (437)

Serve on a Specialist Food Retail Counter

Unit Summary

This Unit is about serving on a delicatessen counter in a way that is safe, efficient and customer-focused. It covers the skills required to set up a counter area, assist customers with purchases and maintain the counter area.

This Unit is for you if you serve on a delicatessen counter providing food products such as meat, cheese or seafood.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

Achievement of this Unit will provide you with opportunities to develop the following SQA Core Skills:

Communication

Reading and Understanding SCQF Level 3

- ◆ Read and understand a simple document related to your work.

Writing SCQF Level 3

- ◆ Produce a document, or related documents totalling 80 words or more which conveys several pieces of information, opinions or ideas

Speaking and listening SCQF Level 4

- ◆ Take part in a straightforward discussion with at least one other person, or give a short presentation to one or more people, lasting a minimum of three minutes including time for questions

Numeracy

Using Number SCQF Level 4

- ◆ Carry out a variety of straightforward number tasks related to your work which involve calculations requiring a minimum of two steps

Measuring SCQF Level 4

- ◆ Read and use a straightforward scale either on an instrument such as a ruler or a graph.

Information Technology

Performing ICT Operations SCQF Level 3

- ◆ Carry out ICT activities related to your work which involves simple operations.

Working With Others

Work co-operatively with others SCQF Level 3

- ◆ Work co-operatively with at least one other person to identify your role and how it relates to the roles of others. Carry out your role, adapting your actions and behaviour, asking for and providing information and support

Reviewing co-operative contribution SCQF Level 3

- ◆ Check how well you contributed by deciding on measures you can use to judge how well you co-operated, asking for feedback on your contribution, making a judgement on how well you co-operated and setting personal objectives for how you could improve your own co-operative working skills in the future

Problem Solving

Critical Thinking SCQF Level 3

- ◆ Investigate reasons why a simple problem related to your work has arisen.

Planning and Organising SCQF Level 3

- ◆ Plan, organise and carry out a simple activity to deal with a problem, recognising the main reasons for the problem and suggesting a way to deal with the problem.

Reviewing and Evaluating SCQF Level 3

- ◆ Check how well your approach to the problem solving activity worked in practice, asking your Assessor's advice on how to identify the strengths and weaknesses of your problem solving activity.

I have completed the requirements of this Unit.

Candidate name: _____ **Date:** _____

Candidate signature: _____ **Date:** _____

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

Assessor signature: _____ **Date:** _____

IV signature: _____ **Date:** _____

Assessment centre: _____

| | You must be able to: | Evidence Requirements | Evidence/ Activity/ Ref No. |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------|
| 1 | <p>Set up a counter area</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Prepare and organise your work area and the tools and equipment you will need so that can work safely, hygienically and efficiently. (b) Check that the display area is adequate and appropriate for the food products being displayed. (c) Ensure that the specified quantities of products and materials are stocked. (d) Check that stock levels are adequate, free from damage and arranged ready for sale. (e) Check that all displayed food products are clean and visually appealing. (f) Ensure that food products are clearly and accurately labelled and are in line with legal requirements. (g) Maintain food safe working conditions. | <p>Evidence of setting up a counter area in accordance with workplace procedures.</p> | |

| You must be able to: | | Evidence Requirements (cont) | Evidence/ Activity Ref No. |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|----------------------------------|
| 2 | Assist customers with purchases This means you: (a) Provide guidance on storage and usage of food products. (b) Provide customers with information on the origins of food products. (c) Provide customer with suitable alternatives when requested items are out of stock. (d) Advise customers on selecting food products based on dietary needs within the limits of your role. (e) Weigh out orders according to customer requests. (f) Determine the weight of products by price. (g) Respond to customer complaints with in the limits of your authority. | Evidence of assisting customers with purchases in accordance with workplace procedures. | |

| | You must be able to: | Evidence Requirements (cont) | Evidence/ Activity Ref No. |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|----------------------------------|
| 3 | <p>Maintain the counter area</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Carry out work safely in line with health and safety requirements. (b) Ensure that food products are not displayed beyond their sell by date. (c) Carry out the appropriate procedures if expired products are found. (d) Follow the required procedures for stock rotation. (e) Take effective action when stocks have run out. (f) Ensure that food products are stored at the proper temperature and environment. (g) Check that all tools and equipment are clean and working properly. (h) Take effective action when equipment is not working properly. (i) Maintain food safe working conditions | <p>Evidence of maintaining the counter area in accordance with workplace procedures.</p> | |

Evidence of Performance

Evidence of performance may employ examples of the following assessment:

- ◆ observation
- ◆ written and oral questioning
- ◆ evidence from company systems (eg Food Safety Management System)
- ◆ reviewing the outcomes of work
- ◆ checking any records of documents completed
- ◆ checking accounts of work that the candidate or others have written

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| Candidate name: | | Assessor initials/date |
|-----------------|----------|------------------------|
| No | Activity | |
| 1 | | |
| 2 | | |
| 3 | | |

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| You need to know and understand | | Evidence |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------|
| Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used. | | |
| K1 | The potential food safety hazards and appropriate control procedures associated with serving on a delicatessen counter. | |
| K2 | How to operate and maintain the service equipment associated with your role. | |
| K3 | How to operate and maintain the tools and equipment associated with your role. | |
| K4 | How to identify products that are ready for sale. | |
| K5 | The shelf life of the products for sale and how to maximise it. | |
| K6 | The difference between sell by and use by dates and why they are important. | |
| K7 | How to prevent and eliminate cross contamination. | |
| K8 | How to weigh out and calculate customer orders. | |
| K9 | How to effectively communicate with customers. | |
| K10 | The procedures for re-stocking food display products. | |
| K11 | How to identify and dispose of waste according to company procedures. | |
| Notes/comments | | |

Assessor signature: _____

Date: _____