

## F9DD 04 (1FS4/09) Provide a counter/takeaway service

### Elements of competence

1FS4/09.1 — Serve customers at the counter

1FS4/09.2 — Maintain counter and service areas

### About this Unit

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.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

### Specific Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b>, xxx</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, xxx</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.</li> <li>◆ <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.</li> <li>◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.</li> <li>◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.</li> <li>◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 Safe and hygienic working practices for serving customers at the counter and why these are important.	
2 Why it is important to use separate serving equipment for each food item.	
3 Why food and drink items must be served at the correct temperature.	
4 Why portions must be controlled when serving customers.	
5 Why information given to customers must be accurate.	
6 The types of unexpected situations that may occur when serving customers and how to deal with these.	
7 Safe and hygienic practices for clearing and why these are important.	
8 Why food which is prepared first, should be served first.	
9 Why maintaining food at the correct temperature is important and how you can ensure this.	
10 Why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service.	
11 Why waste must be handled and disposed of correctly.	
12 Why a constant stock of service items should be maintained.	
13 The types of unexpected situations that may occur when clearing away and how to deal with these.	

**F9DD 04 (1FS4/09) Provide a counter/takeaway service**

**Element 1FS4/09.1 Serve customers at the counter**

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Give your customers information that meets their needs, and promotes your organisation's products and services.							
2	Find out what your customers require, and if necessary tell them about any waiting time.							
3	Process the order promptly.							
4	Serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type.							
5	Make sure there are appropriate condiments and accompaniments available for your customers.							

What you must cover		DO	RA	EW	Q	P	WT	PD
<b>Customers</b> ( <i>at least one from</i> ) (a) customers with routine needs (b) customers with non-routine needs								
<b>Information</b> ( <i>at least two from</i> ) (a) items available (b) ingredients (c) prices, special offers and promotions								
<b>Food and drink items</b> ( <i>at least two from</i> ) (a) hot food (b) cold food (c) hot drinks (d) cold drinks								
<b>Condiments and accompaniments</b> ( <i>at least two from</i> ) (a) seasonings (b) sugars/sweeteners (c) prepared sauces/dressings								

DO = Direct Observation  
EW = Expert Witness  
PD = Professional Discussion

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

**F9DD 04 (1FS4/09) Provide a counter/takeaway service**

**Element 1FS4/09.2 Maintain counter and service areas**

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Keep your work area tidy, hygienic and free from rubbish and food debris during service.							
2	Maintain enough stocks of clean service items.							
3	Restock with food and drink items when necessary.							
4	Display and store food and drink items in line as required.							
5	Clear the work area of used and un-required service items at the appropriate times.							
6	Dispose of rubbish, used disposable items and food waste as required.							

What you must cover		DO	RA	EW	Q	P	WT	PD
<b>Service items</b> (at least <b>three</b> from)								
(a) service utensils								
(b) food containers/dispensers								
(c) trays								
(d) crockery								
(e) cutlery								
(f) disposable items								
<b>Food and drink items</b> (at least <b>two</b> from)								
(a) hot food								
(b) cold food								
(c) hot drinks								
(d) cold drink								

DO = Direct Observation  
 EW = Expert Witness  
 PD = Professional Discussion

RA = Reflective Account  
 P = Product (Work)

Q = Questions  
 WT = Witness Testimony

*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....