

Unit D9DV 04 (HS10)

Maintain the food service

This Unit has the following elements:

Element 1 (HS10.1)

Prepare the food service area

Element 2 (HS10.2)

Maintain food service to the customer

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:** _____

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Unit Summary

Customers have high expectations for the quality and presentation of the food they receive. They also expect, and deserve, a high level of service. The reputation and success of a business often depends on the staff who serve the customer. The planning and supervision of food service can make the difference between a satisfied customer who will recommend the business to friends and colleagues and a dissatisfied customer who may do the opposite.

You will need to make sure that the service area and equipment are clean and ready for use. You will need to monitor staff carefully during their work, ensuring that service meets the required standard. You will also need to help with any problems that staff or customers experience.

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

- ◆ planning what equipment, supplies and staff you need for food service
- ◆ supervising cleaning, clearing and restocking
- ◆ checking equipment
- ◆ liaising with other departments, such as the kitchen
- ◆ supervising staff serving food
- ◆ dealing with problems in food service

What some of the words in this Unit mean	
Contingency plans	plans that allow you to identify, and plan for things that may go wrong
Food service	providing the correct food to the customer within acceptable timescales
Immediate environment	all aspects of the area around the customer including ventilation, temperature, lighting or music
Legal requirements	all aspects of law and regulations that affect food service, these include laws and regulations covering hygiene, trade descriptions and health and safety
Resources	the equipment, supplies and staff that you need in your area of responsibility
Special customer areas	these may include: smoking and non-smoking, children's areas or function areas
Supplies	this could include power, food, drinks, cutlery, tableware, stationery or linen

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Element 1 (HS10.1)

Prepare the food service area

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure you have the resources you need for food service	
2	Make sure staff follow the procedures for clearing, cleaning and stocking service areas	
3	Make sure the immediate environment meets customer requirements	
4	Make sure that special customer areas are arranged as agreed	
5	Check service equipment to ensure that it is ready for use and correctly located before opening	
6	Carry out your preparations in sufficient time to allow the service to be provided	
7	Liaise with relevant people and departments to ensure they are ready	
8	Deal with problems that affect your preparations	
9	Make sure that all work in your area of responsibility complies with organisational procedures and legal requirements	

What you must cover (minimum requirement for observation/products of work in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Making available the following resources, at least three required from the following:</i>						
time						
staff						
supplies						
equipment						
promotional items						
<i>Making preparations for the following types of food service, at least two required from the following:</i>						
at quiet times						
at busy times						
to meet special requirements						
<i>Dealing with the following problems, at least one required from the following:</i>						
with equipment						
with supplies						
with staff						
with customer requirements						

Unit D9DV 04 (HS10)**Maintain the food service****Element 1 (HS10.1)****Prepare the food service area**

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

Unit D9DV 04 (HS10)

Maintain the food service

Element 2 (HS10.2)

Maintain food service to the customer

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure your staff follow the correct procedures for clearing and cleaning during food service	
2	Make sure your staff replenish stock as necessary	
3	Check the standard of food service to customers , and make sure it meets your organisation's requirements	
4	Check that the methods of food service are carried out correctly by your staff	
5	Check that communications with customers are clear and likely to promote goodwill and understanding between customers and staff	
6	Deal with any problems that may affect the standard of food service	
7	Make sure that all work in your area of responsibility complies with organisational procedures and legal requirements	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i>)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Maintaining food service at the following times, both required from the following:</i>						
at quiet times						
at busy times						
to meet special requirements						
<i>Maintaining food service for the following customers, at least two required from the following:</i>						
new customers						
regular customers						
children						
customers with mobility difficulties						
customers with communication difficulties						
parties of eight or more people						
<i>Dealing with the following types of problems, at least one required from the following:</i>						
with equipment						
with supplies						
with staff						
with customer requirements						

Unit D9DV 04 (HS10)**Maintain the food service****Element 2 (HS10.2)****Maintain food service to the customer**

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

Unit D9DV 04 (HS10)**Maintain the food service**

What you must know for the Unit	
For the whole Unit	
K1	Your organisation's procedures and standards for food service and customer care and how to ensure that staff follow these
K2	The roles and responsibilities of different people within your department and the wider organisation and how these affect food service
K3	What legislation and industry specific regulations and codes of practice relate to the food service operation
K4	How to identify, deal with and report breaches of legislation, regulations and codes of practice
K5	The types of foods that may cause allergic reactions
K6	What measures you need to take to reduce the risk to customers
Element 1 (HS10.1) Prepare the food service area	
K7	Your organisation's standards of presentation for the food service area
K8	The information that customers need and how to provide this effectively
K9	Who to liaise with when you are organising the food service
K10	How to communicate operational procedures to staff
K11	How to identify and evaluate possible solutions to problems that may occur during food service
K12	Who to consult with and inform when there are problems that you need to solve
K13	How to identify and obtain the resources that you need for food service
K14	How to correct and report failures to meet organisational standards and procedures
Element 2 (HS10.2) Maintain food service to the customer	
K15	How to communicate with customers
K16	How to develop contingency plans
K17	How to minimise disruptions to the service caused by problems
K18	How to organise staff depending on service requirements
K19	How to identify trends in levels of demand which influence staffing requirements
K20	How to regulate the time you have available and how to prioritise tasks

Unit D9DV 04 (HS10)**Maintain the food service**

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

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____

Date: _____