

Unit D9CY 04 (HS12)

Maintain the off-site food delivery service

This Unit has the following elements:

Element 1 (HS12.1)

Monitor and maintain the quality of food items before despatch

Element 2 (HS12.2)

Supervise the delivery of food

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 D9CY 04 (HS12)

Maintain the off-site food delivery service

Unit Summary

Delivering food for consumption off-site is a complex operation that requires careful planning, preparation and co-ordination, all to ensure that the food arrives as ordered, on-time and in the best possible condition.

You will need to make sure that your staff follow the correct procedures for taking and recording orders, observing all the necessary requirements for hygiene and the condition of food, and for meeting customers' delivery requirements.

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

- ◆ making sure your staff follow the right procedures when taking and recording food orders
- ◆ making sure staff follow correct hygiene procedures
- ◆ monitoring delivery times
- ◆ dealing with problems
- ◆ liaising with customers to investigate problems
- ◆ supervising delivery staff
- ◆ record keeping

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
Monitor	checking to make sure everything is happening as it should
Processing food orders	taking and recording the food order and passing it on to those responsible for food production
Relevant information	the records regarding food orders and delivery that you need to keep up-to-date
Relevant legislation	all areas of law and regulations that are relevant to food delivery
Team communication	giving and receiving information within the team; this applies to you as the supervisor and making sure that team members communicate effectively with each other
Team leadership	giving the team clear and effective instructions and being a positive role model to other team members

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Element 1 (HS12.1)

Monitor and maintain the quality of food items before despatch

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 that your staff follow the agreed procedures for processing food orders	
2	Make sure that your staff follow the agreed food hygiene procedures	
3	Control packaging and containers to make sure that food is maintained in line with relevant legislation and quality control procedures	
4	Monitor delivery times to make sure that food is maintained according to relevant legislation and quality control procedures	
5	Implement your contingency plans when food items and delivery times fail to reach required standards	
6	Communicate with customers to investigate problems that occur with food orders	

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>Co-ordinating the processing of food orders, both required from the following:</i>						
at peak times						
at off peak times						
<i>Monitoring the following types of food, at least two required from the following:</i>						
hot						
at room temperature						
chilled						
<i>Using the following types of packaging and container, at least one required from the following:</i>						
disposable						
re-usable						
<i>Dealing with the following types of problem, at least one required from the following:</i>						
incorrect food order						
product shortages						
failure to meet customer expectations						

Unit D9CY 04 (HS12)**Maintain the off-site food delivery service****Element 1 (HS12.1)****Monitor and maintain the quality of food items before despatch**

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

Unit D9CY 04 (HS12)

Maintain the off-site food delivery service

Element 2 (HS12.2)

Supervise the delivery of food

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	Provide your delivery staff with all the information they need to deliver food to the customer as requested	
2	Make sure your delivery staff provide the required standard of service	
3	Make sure your delivery staff choose a route that ensures the food is delivered in the best possible condition	
4	Make sure that food is maintained and delivered at the correct temperature during all stages of delivery	
5	Make sure your staff report any delays in service	
6	Put your contingency plans into practice to deal with any transport problems	
7	Record relevant information and deal with it according to your organisation's procedures	

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>Providing your delivery staff with the following types of information, at least one required from the following:</i>						
destinations of deliveries						
special promotions						
<i>Ensuring the delivery of the following types of food, at least two required from the following:</i>						
hot						
at room temperature						
chilled						
<i>Dealing with the following types of problems, at least one required from the following:</i>						
personnel shortage						
breakdown of vehicles or delivery equipment						
shortage of vehicles or delivery equipment						
road congestion						

Unit D9CY 04 (HS12)**Maintain the off-site food delivery service****Element 2 (HS12.2)****Supervise the delivery of food**

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

What you must know for the Unit	
For the whole Unit	
K1	The roles and responsibilities of yourself and your colleagues in delivering food to customer and how you should work together
K2	Which organisational procedures relate to the delivery of food to the customer
K3	What methods can be used to supervise activities and performance in relation to organisational procedures
K4	How to monitor that the quality of food is maintained before and during delivery
K5	How to review and evaluate your operations, and make recommendations to management
K6	How to implement the requirements of food hygiene, health and safety and other industry specific regulations and codes of practices
K7	Your organisation's procedures that are relevant to the delivery of food to the customer
K8	What stock is available within the department and how this compares to what is required
K9	When to implement contingency plans and who to notify
K10	How to communicate with members of your team and other colleagues in the organisation
K11	How to lead your team by example
K12	What packaging and containers are available and how they maintain the quality of the food items you are responsible for
K13	What information needs to be collected and how to present it in an accepted format

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

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____

Date: _____