

**Unit D9E5 04 (HS16)**

**Maintain the vending service**

This Unit has the following elements:

**Element 1 (HS16.1)**

**Supervise the vending service**

**Element 2 (HS16.2)**

**Monitor and maintain the filling and cleaning of vending machines**

**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 D9E5 04 (HS16)

## Maintain the vending service

### Unit Summary

In some businesses, food service can be made more efficient by the use of vending machines. You must ensure that these machines operate correctly, in particular by maintaining and dispensing food and drinks in the best possible condition, and meeting all the necessary requirements for food standards and hygiene.

You must also make sure that the types of products being vended consistently meet the customer's tastes and requirements.

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

- ◆ helping to develop procedures to cover, the operation of your vending machines
- ◆ developing work schedules for your staff
- ◆ briefing your staff on procedures and work schedules
- ◆ consulting with customers on products to be vended
- ◆ keeping up-to-date on product changes
- ◆ reviewing sales and identifying possible improvements
- ◆ inspecting vending machines
- ◆ dealing with problems
- ◆ record keeping

What some of the words in this Unit mean	
<b>Breaches in security</b>	this may be machines being broken into or stock and takings accounted for
<b>Customers</b>	these could be the individual customers who use the vending machines or a client organisation to whom you provide a vending service
<b>Fluctuations in sales</b>	when sales go up or down
<b>Legislation/legal requirements</b>	all aspects of law and regulations that affect the vending service; these would include: laws and regulations covering hygiene, descriptions and health and safety
<b>Monitor</b>	keeping a close eye on the vending service
<b>Potent allergens</b>	certain food substances — such as nuts — that can cause some people to have serious reactions
<b>Products</b>	the items that are vended
<b>Resources</b>	the equipment, supplies and skills that you need in your area of responsibility
<b>Supplies</b>	this could include power, food, drinks, cutlery and pre-paid cards

## Unit D9E5 04 (HS16)

## Maintain the vending service

### Element 1 (HS16.1)

### Supervise the vending service

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	Help to develop <b>procedures</b> and work schedules to ensure the vending service complies with legislation and your organisation's policies	
2	Brief your staff about these <b>procedures</b> and work schedules, and make sure they are trained to follow them	
3	Make sure the <b>resources</b> you need to maintain the vending service are available to your staff	
4	Consult with customers to ensure that their requirements are being met	
5	Regularly update staff on new requirements, <b>procedures</b> and work schedules	
6	Identify possible <b>product</b> changes that may affect your customers	
7	Review your sales to identify how the service could be improved	
8	Record information as required and make it available to the relevant people	

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>Helping to develop <b>procedures</b> for, at least <b>five</b> required from the following:</i>						
checking machines for damage, faults and security						
maintaining product levels						
discarding stock that is past its sell by or use by date						
collecting cash and refilling machines with change						
making sure correct temperatures are maintained						
dealing with machine faults						
<i>Supervising the vending of the following <b>products</b>, at least <b>three</b> required from the following:</i>						
foods at room temperature						
chilled foods						
frozen foods						
machine made beverages						
in-cup beverages						
pre-packed sundry items						
cans and cartons						
machine made snacks						
<i>Making sure that staff have the following <b>resources</b>, <b>all</b> required from the following:</i>						
equipment						
supplies						
skills						

**Unit D9E5 04 (HS16)**

**Maintain the vending service**

**Element 1 (HS16.1)**

**Supervise the vending service**

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

## Unit D9E5 04 (HS16)

## Maintain the vending service

### Element 2 (HS16.2)

### Monitor and maintain the filling and cleaning of vending machines

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	Carry out regular inspections of your <b>vending machines</b> to make sure <b>procedures</b> are being followed	
2	Take action to deal with any failures to follow <b>procedures</b>	
3	Monitor high risk foods to ensure that they are stored in <b>vending machines</b> at the correct temperatures	
4	Record relevant information in a suitable format and make it available to the relevant people	

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>Monitoring and maintaining <b>vending machines</b> for, at least <b>three</b> required from the following:</i>						
foods at room temperature						
chilled foods						
frozen foods						
machine made beverages						
in-cup beverages						
pre-packed sundry items						
cans and cartons						
machine made snacks						
<i>Making sure that <b>procedures</b> are being followed for, at least <b>five</b> required from the following:</i>						
checking machines for damage, faults and security						
maintaining product levels						
discarding stock that is past its sell by date						
collecting cash and refilling with change						
making sure correct temperatures are maintained						
dealing with machine faults						

**Unit D9E5 04 (HS16)**

**Maintain the vending service**

**Element 2 (HS16.2)**

**Monitor and maintain the filling and cleaning of vending machines**

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

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	What legislation governs the maintenance of the vending service
K2	What your organisation's policies are for providing the vending service
K3	What range of products is provided by your organisation
K4	What type of machines are used by the organisation
K5	Why it is important for you to liaise with customers and staff
K6	What legal requirements govern vending operations
K7	What vended products can cause allergic reactions
K8	What measures need to be taken to prevent reactions to potent allergens
<b>Element 1 (HS16.1) Supervise the vending service</b>	
K9	How to contribute to developing procedures for the vending service
K10	How to communicate these to your staff
K11	The resources you require for the vending service and how to obtain these
K12	Why you need contingency plans to deal with problems with the vending service
K13	What resources you need to maintain the vending service
K14	What procedures you should use to monitor sales
K15	Why you should report fluctuations in sales and who you should report these fluctuations to
<b>Element 2 (HS16.2) Monitor and maintain the filling and cleaning of vending machines</b>	
K16	What your organisation's policies are for identifying faults, breaches of security and damage
K17	What procedures staff should follow for cleaning and filling machines
K18	How products should be presented and displayed
K19	How frequently you should refill the machines in your area of responsibility
K20	Why it is vital to check that stock is kept at the correct temperature
K21	What systems are in place to ensure staff are following correct procedures
K22	What temperatures should be maintained for the products you are responsible for
K23	How you should communicate the procedures for refilling machines to staff

**Unit D9E5 04 (HS16)****Maintain the vending 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:** \_\_\_\_\_