

Unit PPLHSL13 (HK78 04) Supervise Cellar and Drink Storage Operations

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about supervising cellar and drink stores to ensure that drinks are available for use in the best possible condition. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Ensure you and your staff follow agreed cellar and drink storage procedures to maximise the quality of drinks products and minimise wastage.2 Ensure cellar and drink storage operations comply with legal requirements, industry regulations, professional codes and organisational policies.3 Identify potential risks to the cellar and drink storage operations and implement contingency plans to minimise them.4 Lead by example and brief staff to look for and report problems when they occur and respond constructively.5 Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt cellar and drink storage operations when they occur, finding practical ways to overcome barriers.6 Control costs, make best use of available resources and proactively seek new sources of support when issues arise.7 Monitor and review cellar and drinks storage procedures to identify and suggest ways of improving their efficiency.8 Give feedback to staff to help them improve their performance where appropriate.9 Use effective methods to gather, store and retrieve information accurately.10 Complete the required records and report on performance to support the drink service according to your organisational procedures. |

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| **Scope/Range** |
| **What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:a from both customers and staffb cost effectivelyc time efficientlyd ethically |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | **Scope/Range** |
| **What you must do** | **What you must cover:** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **a** | **b** | **c** | **d** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| 1 | **How to plan effective cellar and drink storage operations** |  |
| 1.1 | The health, safety and hygiene legislation and codes of practice which relate to cellar and drink storage operations. |  |
| 1.2 | How to obtain and stay up-to-date with legislation and codes of practice relevant to your role. |  |
| 1.3 | The organisational procedures which relate to the cellar and drink storage operation and why they are important. |  |
| 1.4 | The economic impact of following or failing to follow cellar and drink storage procedures on the organisation, its employees and its customers. |  |
| 1.5 | The environmental benefits of effective cellar and drink storage operations. |  |
| 1.6 | How new procedures can be identified and put into practice. |  |
| 1.7 | How to develop contingency plans and how they can be used to minimise negative effects. |  |
| 2 | **How to work out what resources are needed to operate effective cellar and drink storage operations** |  |
| 2.1 | The types of products typically kept in cellars and drink stores and the specific products in your area of responsibility. |  |
| 2.2 | The skills and knowledge required by staff to carry out cellar and drink storage operations effectively. |  |
| 3 | **How to operate effective cellar and dink storage operations** |  |
| 3.1 | Procedures appropriate to the storage of typical products, including those in your area of responsibility. |  |
| 3.2 | Effective methods of communicating procedures to relevant members of staff regarding cellar and drink storage operations. |  |
| 3.3 | How staff can be encouraged to report problems that might occur. |  |

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| 4 | **How to monitor cellar and drink storage operations** |  |
| 4.1 | How cellar and drink storage operations can be monitored and how to apply this to your area of responsibility. |  |
| 4.2 | The types of problems that may occur and how you can put these right. |  |
| 4.3 | What the limits of your authority are in relation to dealing with drink storage problems. |  |
| 4.4 | How to identify, record and report failures to implement the correct procedures and industry codes of practice and the action that you can take in response to this. |  |
| 4.5 | How disruption to service can be minimised in response to problems that arise. |  |
| 5 | **How to act on feedback** |  |
| 5.1 | How to give feedback to your staff to help them improve their performance. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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