

Unit PPLHSL12 (HK79 04) Supervise Off-Site Food Delivery Services

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 the planning, preparation and co-ordination required to provide an efficient off-site food delivery service. |

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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 staff follow agreed procedures, including food safety, for the processing and delivery of food orders.  2 Ensure staff have the skills, resources and information required to deliver food in line with the required standard and encourage staff to ask questions if there is information they don't understand.  3 Ensure off-site food delivery services comply with legal requirements, industry regulations, professional codes and organisational policies.  4 Identify potential risks to the off-site food delivery service and implement contingency plans to minimise problems which may occur as a result.  5 Lead by example when briefing staff to look for and report problems when they occur and respond constructively.  6 Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt off-site food service deliveries when they occur, finding practical ways to overcome barriers.  7 Control costs by planning, prioritising and co-ordinating activities to ensure an efficient delivery service which meets customer needs.  8 Monitor delivery times and control packaging and containers to ensure food is maintained in line with relevant legislation and quality control procedures.  9 Give feedback to staff to help them improve their performance where appropriate, confront any performance issues and resolve them directly with the people involved.  10 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisational procedures. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | |
| **What you must do** | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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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 efficient off-site food delivery services** | |  |
| 1.1 | Your organisation's procedures that are relevant to the delivery of food to the customer |  |
| 1.2 | The roles and responsibilities of yourself and your colleagues in delivering food to the customer and how you should work together |  |
| 1.3 | Industry specific regulations and codes of practices relevant to your area of responsibility and how to keep up-to-date with and implement them |  |
| 1.4 | Your specific responsibilities in relation to food safety within your organisation |  |
| 1.5 | How to plan, prioritise and co-ordinate activities to ensure an efficient delivery service which meets customer expectations |  |
| 2 | **How to work out what resources are needed to operate efficient off-site food delivery services** | |  |
| 2.1 | What stock is available within the department and how this compares to what is required. |  |
| 2.2 | What packaging and containers are available, how they maintain the quality of the food items you are responsible for and the extent to which they minimise the negative and maximise the positive impact on the environment. |  |
| 2.3 | The knowledge, information and skills that staff require to deliver food to meet industry codes of practice, organisational requirements and customer service standards. |  |
| 3 | **How to operate efficient off-site food delivery services** | |  |
| 3.1 | The methods that can be used to supervise activities and performance in relation to organisational procedures. |  |
| 3.2 | Procedures for communicating with customers to investigate or update on problems that occur with food orders. |  |
| 3.3 | When to implement contingency plans and who to notify. |  |
| 3.4 | How to communicate with members of your team and other colleages in the organization. |  |
| 3.5 | Organisational procedures for registering information relevant to off-site delivery, the type and format of information that should be registered and the possible consequences of failing to do so. |  |

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| **Knowledge and understanding (continued)** | | | **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). | | |
| 4 | **How to monitor off-site food delivery services** | |  |
| 4.1 | How to monitor delivery times and why this is important to food safety, the quality of the product and customer service expectations. |  |
| 4.2 | How to monitor and ensure that the quality of food is maintained before and during delivery. |  |
| 4.3 | How to review and evaluate your operations and make recommendations to management. |  |
| 4.4 | How to lead your team by example. |  |

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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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