

Unit PPLHSL11 (HK7A 04) Supervise Drink 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 supervising the preparation and delivery of the drink service and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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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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Unit PPLHSL11 (HK7A 04) Supervise Drink Services

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| **Performance criteria – What you must do:** | **Scope/Range - What you must cover:** |
| There must be evidence for **all** Performance Criteria (PC). |  |
| 1 Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand.  2 Inspect the drinking areas to ensure their comfort and attractiveness.  3 Inspect the preparation areas to make sure that they been prepared in line with requirements, to the standard agreed and in time to allow the scheduled drink service to be provided.  4 Ensure your staff follow drink service procedures, maintain the appearance of the drink service area, conduct and present themselves according to organisational requirements and standards.  5 Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes a positive customer experience.  6 Ensure the drink service complies with legal requirements, industry regulations, social responsibility, professional codes and organisational policies.  7 Liaise with other relevant people and departments to ensure the delivery of an effective drink service, inform your staff and customers about any changes to the service that may affect them.  8 Monitor the drink service areas and quality of service and take prompt and effective action to deal with any problems.  9 Control costs, make best use of available resources and proactively seek new sources of support when issues arise.  10 Monitor and review procedures to ensure the drink service meets the needs of customers.  11 Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements  12 Give feedback to staff to help them improve their performance where appropriate.  13 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 organisation’s procedures. | There must be evidence that the candidate has taken into consideration/complied with the following basic legal requirements:  a permitted hours  b closing times  c licences  d residents and non-residents  e diners and non-diners  f young persons, service and employment  g right to eject and duty to refuse service  h gaming, betting and lotteries  i public entertainment  j weights and measures  k price lists, notices and payment for drinks  l drugs  m trades descriptions and consumer protection laws  There must also be evidence to show that the candidate has gathered, stored and retrieved information:  n cost effectively  o time efficiently  p ethically |

Unit PPLHSL11 (HK7A 04) Supervise Drink Services

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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** | | **11** | | **12** | | **13** | |
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| **Evidence reference** | **Evidence description** | | **Date** | | **Scope/Range - What you must cover:** | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **a** | **b** | | **c** | | **d** | | **e** | | **f** | **g** | | **h** | | **i** | | **j** | | **k** | **l** | | **m** | | **n** | | **o** | | **p** |
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Unit PPLHSL11 (HK7A 04) Supervise Drink Services

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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 an effective drink service** | |  |
| 1.1 | The basic legal requirements that affect the drink service. |  |
| 1.2 | Where information about licensing legislation can be found. |  |
| 1.3 | Your organisation’s procedures and policies that are relevant to the drink service. |  |
| 1.4 | The various procedures that need to be followed for the preparation of the drink service area, including those relating to: clearing, stocking products and equipment. |  |
| 1.5 | The different roles and responsibilities of people in your area of responsibility and in other parts of the organisation that are relevant to the drink service. |  |
| 1.6 | How an effective service is related to the profitability of the drink service and customer satisfaction. |  |
| 1.7 | What problems can affect the drink service and the preparation of areas and how to address these. |  |
| 1.8 | How to develop contingency plans to reduce the impact of these problems. |  |
| 2 | **How to work out what resources are needed to operate an effective drink service** | |  |
| 2.1 | How to ensure the preparation of the drink service area is done in time. |  |
| 2.2 | The skills and knowledge necessary to ensure staff are equipped to carry out their responsibilities effectively. |  |
| 3 | **How to operate and effective drink service** | |  |
| 3.1 | How to implement the basic legal requirements that affect the drink service and the implications of a failure to do so. |  |
| 3.2 | The range of products in your area of responsibility and how to prepare and serve them. |  |
| 3.3 | How to vary practise according to quiet periods, busy periods and delivery of service to customers with special requirements. |  |
| 3.4 | How you can reallocate work to different members of your staff to reduce the impact of problems on service. |  |
| 3.5 | Best practice in the refusal of service. |  |
| 3.6 | How to communicate and deal effectively with the range of customer groups, (including those who are experiencing the effects of alcohol) and why this is important. |  |

Unit PPLHSL11 (HK7A 04) Supervise Drink Services

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| 4 | **How to monitor the drink service** | |  |
| 4.1 | How deviations from legislation and industry specific regulations can be identified and put right. |  |
| 4.2 | How to monitor and supervise staff practice in order to maintain standards. |  |
| 4.3 | What methods can be used to monitor the preparation of the drink service area effectively. |  |
| 4.4 | What action to take when preparation and delivery standards are not met. |  |
| 5 | **How to gather and act on feedback** | |  |
| 5.1 | Why it is important to seek the views of staff and customers and gain their feedback. |  |
| 5.2 | How to collect and analyse feedback. |  |
| 5.3 | How to give feedback to your staff to help them improve their performance. |  |
| 5.4 | How to present recommendations. |  |

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# Supplementary evidence

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