

Unit PPLHSL10 (HK7C 04) Supervise Food 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 food service and making sure that the service area and equipment are suitably clean and ready for use 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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| **Performance criteria** |
| **What you must do:** |
| 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 food service areas to ensure they are comfortable, attractive and arranged as agreed.3 Inspect the food service preparation areas to make sure that they been prepared in line with requirements, to the standard agreed and in time to allow the scheduled food service to be provided.4 Ensure your staff follow food service procedures, maintain the appearance of the food service area in line with customer requirements, 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 food 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 food service, inform your staff and customers about any changes to the service that may affect them.8 Monitor the food 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 and communications to ensure the food 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. |
| **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** | **11** | **12** | **13** | **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 an effective food service** |  |
| 1.1 | The industry specific regulations and codes of practice that relate to the food service operation and how to obtain it to ensure procedures are kept up- to-date. |  |
| 1.2 | Your organisation’s procedures and standards for food service and customer care and how to ensure that staff follow these. |  |
| 1.3 | How to identify trends in levels of demand which influence staffing requirements. |  |
| 1.4 | How to develop contingency plans. |  |
| 1.5 | The roles and responsibilities of different people within your department and how these affect food service. |  |
| 1.6 | The information that customers need about the food service and how to provide this effectively. |  |
| 2 | **How to work out what resources are needed to operate an effective food service** |  |
| 2.1 | How to ensure staff receive the correct training to support their responsibilities. |  |
| 2.2 | How to organise staff depending on service requirements. |  |
| 2.3 | How to identify and obtain the resources that you need for food service. |  |
| 3 | **How to operate and effective food service** |  |
| 3.1 | How staff should communicate with customers and conduct themselves in the food service area. |  |
| 3.2 | How to communicate operational procedures to staff. |  |
| 3.3 | How to check that equipment is ready for use and what to do in the event of equipment failure. |  |
| 3.4 | Who to consult and how to identify and evaluate possible solutions to problems that may occur during food service. |  |
| 3.5 | How to minimise disruptions to the service caused by problems. |  |
| 3.6 | How to regulate the time you have available and how to prioritise tasks. |  |
| 3.7 | How food service operations integrate with other activities/departments in the organization. |  |
| 3.8 | Who to liaise with when you are organising the food service. |  |

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| 4 | **How to monitor the food service** |  |
| 4.1 | How to identify, deal with and report breaches of legislation, regulations and codes of practice. |  |
| 4.2 | How to correct and report failures according to organisational standards and procedures. |  |
| 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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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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