

Unit PPL2FBS17 (HL1L 04) Provide a Buffet Service

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 how you prepare a buffet food display area. It covers the preparation of items such as crockery, cutlery, napkins and display equipment. Serving of the food follows, which includes your interaction with customers and how you enhance their dining experience, portioning and product knowledge. Finally the unit is completed by maintaining the food display area to uphold food safety standards and an appealing display for your customers. |

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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 forall Performance Criteria (PC). The assessor **must** assess PCs 1–8 and 10–12 by directly observing the candidate’s work. PC 9 may be assessed by alternative methods if observation is not possible. | | | |
| **Prepare a buffet display**  1 Clean the buffet display area ensuring it is undamaged and positioned in a way that meets your workplace service standard as well as giving the customers the best view of the food on offer.  2 Check that heated / refrigerated units are switched on in time ready for service.  3 Ensure that table items are clean, undamaged and readily accessible to your customers.  4 Clean service equipment ensuring it is undamaged and positioned ready for use.  5 Display food items in an appealing manner and in accordance with food safety requirements.  **Serve customers at the buffet**  6 Acknowledge your customers on arrival at the buffet and provide them with assistance as necessary.  7 Ensure your customers have the correct choice of dishes available.  8 Provide your customers with information which enhances their experience, answering questions and promoting your company’s products and services.  9 Assist your customers to make choices where appropriate and take opportunities to maximise the order using sales techniques.  10 Identify your customers’ choices correctly, serve them promptly and efficiently while taking care to portion and present food according to your workplace standards.  **Maintain the buffet area**  11 Replenish food items according to your workplace standards and following food safety requirements.  12 Keep the buffet area free from food debris or unwanted items. | | | |
| **Scope/Range – What you must cover** | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | |
| **one** from:  a served  b self-service | **two** from:  c crockery  d cutlery  e napkins | **two** from:  f dishes or flats or plates  g service cutlery  h service cloths or linen | **two** from:  i hot food  j cold food  k accompaniments |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | | | |

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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** |
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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** |
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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). | |
| **Prepare a buffet display** | | |
| 1 | Safe and hygienic working practices when preparing a buffet display. |  |
| 2 | Why service equipment should be turned on before use. |  |
| 3 | Why heating, air conditioning, lighting, ventilation should be checked before service. |  |
| 4 | Why table items should be checked for damage and cleanliness before service. |  |
| 5 | The types of unexpected situations that may occur when preparing a buffet display and how to deal with these. |  |
| **Serve customers at the buffet** | | |
| 6 | Safe and hygienic working practices when serving customers at a buffet area. |  |
| 7 | Why information given to customers should be correct. |  |
| 8 | Why portions should be controlled when serving food to customers. |  |
| 9 | Why and to whom all customer incidents should be reported. |  |
| 10 | The types of unexpected situations that may occur when serving food to customers and how to deal with these. |  |
| **Maintain the buffet** | | |
| 11 | Safe and hygienic working practices when maintaining a buffet display area. |  |
| 12 | Why maintaining food at the correct temperature is important and how you can achieve this. |  |
| 13 | Why food items should be replenished and displayed correctly throughout service. |  |
| 14 | Why buffet areas should be kept free from rubbish and food debris. |  |

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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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