



Unit F2NH 04 (276)

Sell Food Products in a Retail Environment

Unit Summary

This Unit is about how to sell food and drink products according to customers' needs in a food retail environment.

You need to show that you can establish customers' requirements, select the appropriate products and offer alternatives where customers' needs cannot be met. You need to understand the principles of handling and packaging food to ensure its quality and safety. You will need to demonstrate that you can politely and securely process the sale of products.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

Achievement of this Unit will provide you with opportunities to develop the following SQA Core Skills:

Numeracy Access 3

- ◆ Apply simple numerical skills in everyday contexts.

Problem Solving Access 3

- ◆ Analyse a simple situation or issue.
- ◆ Plan, organise and complete a simple task.

I have completed the requirements of this Unit.

Candidate name: _____ **Date:** _____

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

IV signature: _____ **Date:** _____

Assessment centre: _____

You must be able to	Evidence Requirements	Evidence/ Activity Ref No.
<p>1</p> <p>Establish customer needs</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Greet your customer politely. (b) Find out what and the amount of food and drink product your customer wants. (c) Offer suitable alternatives when food or drink products are unavailable or your customer is undecided. (d) Show customers their selected products to confirm they are what they want and wrap or pack the products appropriately. 	<p>Evidence of establishing customer need in accordance with workplace procedures.</p>	
<p>2</p> <p>Satisfy customer needs</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Provide information to customers about the safe transport, storage and keeping of products, where this is requested or advisable. (b) Conduct the sale courteously, and at a pace which is appropriate to the needs of the customer and the trading conditions. (c) Comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout the sale. 	<p>Evidence of satisfying customer needs in accordance with workplace procedures.</p>	

		Evidence Requirements (cont)	
3	<p>Process the sale of food and drink products</p> <p>This means you:</p> <p>(a) Confirm with customers the price and the method of payment.</p> <p>(b) Process payment or credit correctly according to the policy of your organisation.</p> <p>(c) Keep payments and stock safe throughout transaction.</p> <p>(d) Report mistakes and problems promptly to the relevant person and take corrective action.</p> <p>(e) Thank your customer and say goodbye politely.</p>	Evidence of processing the sale of food products in accordance with workplace procedures	

Evidence of Performance

Evidence of performance may employ examples of the following assessment:

- ◆ observation
- ◆ written and oral questioning
- ◆ evidence from company systems (eg Food Safety Management System)
- ◆ reviewing the outcomes of work
- ◆ checking any records of documents completed
- ◆ checking accounts of work that the candidate or others have written

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		

You need to know and understand		Evidence
Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.		
K1	Health, safety and hygiene requirements related to selling food and drink products and what might happen if they are not met.	
K2	Why it is important to find out exactly what food and drink products your customer wants.	
K3	Why it is important to confirm the exact quantities, type and quality of food and drink products your customer wants.	
K4	Why it is important to work within your customer's price range.	
K5	Why it is important to provide suitable alternatives when your customer's first choice cannot be met and what alternatives can be offered.	
K6	The process of taking customer orders for products not in stock.	
K7	Why it is important not to cause conflict as a result of your customer's change of mind.	
K8	Ways to keep payments and stock safe.	
K9	Legal tender and the basic trading rights of the customer and trader.	
K10	Company procedures for dealing with methods of payment available to customers.	
K11	The importance of good standards of customer service to retail operations.	
K12	What the limits of your own authority are and the consequences of operating outside these limits.	
K13	When to provide supporting information about the safe transport, storage and keeping of food and drink products.	
K14	The importance of effective communication and the implications of not communicating effectively.	
Notes/Comments		

Assessor signature: _____

Date: _____