



Unit F2RJ 04 (217)

Process Customer Orders in Food Manufacture

Unit Summary

This Unit is about taking requests from customers for goods and doing everything necessary to meet these requests apart from physically picking out and despatching the goods. You need to find out whether the goods the customer wants are available, and order them if they are not in stock. You also need to pass the customer's order to the people responsible for picking out and despatching the goods, and also pass details to the invoicing department where appropriate. You need to talk with customers in a helpful and polite way and ensure that you communicate with them clearly. You may need to get customer details such as credit card numbers which need to be stored securely, so it is important that you know where to keep such information and who you can show it to.

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:

Communication Access 3

- ◆ Read and understand simple written communication.

Numeracy Access 3

- ◆ Apply simple numerical skills in everyday contexts.

Problem Solving Access 3

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

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>Check the availability of goods for orders</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Accurately finding out what the customer wants, through appropriate questions. (b) Identifying the goods that will meet the customer's requirements and checking with the customer that these are satisfactory. (c) Finding out who can supply the goods. (d) Giving the customer information about the goods. 	<p>Evidence of checking the availability of goods for orders in accordance with workplace procedures.</p>	
<p>2</p> <p>Process customer orders</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Checking the customer's identity and credit status. (b) Offering to order goods the customer requires which are not in stock, if appropriate. (c) Passing on the order to the people who are responsible for fulfilling it. (d) Giving the invoicing information to the people who will issue the invoice. (e) If you cannot process an order, telling your manager why. (f) Telling the customer promptly and politely if their order cannot be delivered within the time originally agreed. (g) Storing customer's details securely and only showing them to people who have a right to see them. 	<p>Evidence of processing customer orders in accordance with workplace procedures.</p>	

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		

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.		
Finding out what the customer wants and whether it is available		
K1	How to ask the right questions to find out exactly what the customer wants.	
K2	How to check that there is enough stock to fulfil the order.	
K3	Which items are held in stock and which are available by order.	
Processing customer orders		
K4	How to order stock to fulfil customer requests.	
K5	How to check customers' identity and credit status.	
K6	How long orders normally take to fulfil, and what to do if it is not possible to fulfil an order in the usual time.	
K7	The information you must give to the people who will issue the invoice.	
K8	The importance of customer confidentiality, how to store customer's personal and financial details securely, and who is entitled to see those detail.	

Notes/Comments

Assessor signature: _____

Date: _____