## **SDS0482** **(J8LR 46)**

## Collaborating with Front of House Staff

### Candidate’s statement

I confirm that the evidence detailed in this unit is my own work.

|  |  |
| --- | --- |
| Candidate’s name |  |
| Candidate’s signature |  |
| Date |  |

### Assessor’s statement

I confirm that the candidate has achieved all the requirements of this unit.

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| --- | --- |
| Assessor’s name |  |
| Assessor’s signature |  |
| Date |  |
| Countersigning Assessor’s name  (if applicable) |  |
| Countersigning Assessor’s signature  (if applicable) |  |
| Date |  |

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### Internal Verifier’s statement

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 |  |
| Countersigning Internal Verifier’s name (if applicable) |  |
| Countersigning Internal Verifier’s signature (if applicable) |  |
| Date |  |

|  |  |
| --- | --- |
| External Verifier’s initials (if sampled) |  |
| Date |  |

#### Unit overview

To collaborate with front of house staff to improve customer experience in line with organisational policies and procedures.

#### 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.

#### Performance criteria (What you must do)

There must be evidence for all PCs (ie: 1-7).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

1. Communicating and sharing relevant information with team members and front of house team in line with organisational policies and procedures.
2. Requesting support from team members and from front of house team in line with organisational policies and procedures.
3. Attending relevant service briefings and debriefings to understand important information about service delivery.
4. Contributing to relevant service briefings and debriefings to support efficient running of service.
5. Actively listening and responding professionally to front of house team members’ input on dish presentation in line with organisational policies and procedures.
6. Following up on feedback to rectify issues with service and dishes in line with organisational policies and procedures.
7. Reflecting on service delivery once complete to support personal and professional continuous improvement.

#### Performance criteria evidence

| **Evidence reference** | **Evidence description** | **Date** | **PC 1** | **PC 2** | **PC 3** | **PC 4** | **PC 5** | **PC 6** | **PC 7** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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#### Scope / range (What you must cover)

No scope / range is stipulated for this unit.

#### Knowledge and understanding (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).

| **Knowledge statement** | **Evidence reference** | **Date** |
| --- | --- | --- |
| 1. Importance of providing positive customer service and how to do this indirectly through communication with colleagues. |  |  |
| 1. Why attending and contributing to team meetings and service briefings is important for service delivery and maintaining positive working environments. |  |  |
| 1. How to listen and respond professionally to feedback from team members, front of house team and customers. |  |  |
| 1. How kitchen service delivery impacts on front of house staff and overall customer experience. |  |  |
| 1. How to actively listen and respond to service delivery feedback from front of house team members, including slow service issues and dish presentation. |  |  |
| 1. Importance of reflection on activities and behaviours to improve personally and professionally. |  |  |

#### Supplementary evidence

| **Reference** | **Evidence description** | **Date** |
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#### Assessor feedback on completion of the unit: