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| Title | **Maintain professional food outlet standards and environment throughout shift** | | |
| Level | **2** | **Credits** | **6** |

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| Purpose | The aim of the module is to develop the skill knowledge and understanding regarding professional food outlet standards throughout the shift effectively |

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| Classification ISCED | 1013 Hotel, restaurants and catering |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **A1: Ensure professional food outlet standards are maintained for waiter’s uniform and hygiene throughout the shift**  This Competency Standard is about keeping yourself clean and hygienic when you are at work and how to select and use protective clothing according to the task you are carrying out. | P1: Keep own self clean and adapt hygienic practice  P2: Follow the recommended procedures for washing your hands at all appropriate times  P3: Avoid unsafe behavior that could contaminate the food you are working with  P4: Report any cuts, boils, grazes, injuries, illness and infections promptly to the appropriate person  P5: Make sure any cuts, boils, skin infections and grazes are treated and covered with an appropriate dressing  P6: Wear waiter's uniform  that is clean, fit for use and worn correctly  P7: Compliance with relevant regulations and standards | K1: Know the importance of keeping own self clean and hygienic, including having clean hair, skin and nails, minimal jewelry, for hygiene purposes, including preventing contamination of food being served  K2: Ability to explain procedures for washing hands at all appropriate times, including wash hands for at least 20 seconds with antibacterial soap, washing whole hands thoroughly including the back of the hand, fingers, wrists, and forearms, palms and between fingers, where bacteria and pathogens tend to collect, dry in a sanitary manner: clean, unused paper towels or automatic hand dryer, kitchen hazards  K3: Explain unsafe behaviour, including spitting, smoking, coughing, sneezing, touching own face, nose or mouth, blowing nose, scratching, chewing gum and eating, in order to prevent any contamination of food equipment or work surfaces; organizational standards for safe behaviour in the food outlet  K4: Brief the importance of reporting cuts, grazes and skin conditions, illnesses (particularly stomach illnesses), and infections to the appropriate person (including Captain or other supervisor/manager), in order to avoid any risk of spreading infection  K5:Types of waiter’s uniform which are appropriate to the task being carried out, including black trousers, white shirt, black |

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|  |  | socks, black shoes, tie and jacket (appropriate to the organization), aprons and overalls (for cleaning) in order to prevent accidents, protect the waiter from spillages and to show any guests the hygiene values of the food outlet  K6: Narrate the importance of why a professional image is important by ensuring that the waiter’s uniform being used is clean and fit for use and changed when necessary in line with organizational procedures, in order to present a professional image and to avoid possible contamination of food through bacteria and germs carried on dirty clothing |
| **A2: Maintain the health, safety and security of the food outlet working environment**  This Competency Standard is about safety and security in your workplace helping to spot and deal with hazards and following emergency procedures when necessary. | P1: Maintain a safe, hygienic and secure food outlet working environment  P2: Keep a look out for hazards in the food outlet  P3: Identify any hazards or potential hazards and deal with these correctly  P4: Report any accidents or near accidents quickly and accurately to the appropriate person  P5: Deal with problems and unexpected situations in an appropriate manner  P6: Practice emergency procedures correctly  P7: Follow organization’s security procedures  P8: Deal with problems and unexpected | K1: Know the importance of working in a healthy, safe and hygienic way, including working tidily, following proper procedures and instructions, in order to avoid accidents, ensure food is served safely and that there is no risk to the guest  K2: Take personal responsibility, including taking reasonable care of own safety and the safety of others, following Standard Operating Procedures for safe working practice  K3: Know sources of information about health, hygiene and safety in the food outlet, including Standard Operating Procedures for food outlet, manuals, data sheet and instructions from manufacturers and suppliers, websites, training materials  K4: Features of a healthy workplace, including suitable size; adequate lighting, heating and ventilation; safe floors (in good condition, i.e. not slippery, no torn or frayed carpeting, no obstructions), stairs, doors and windows; appropriate equipment that is regularly maintained; sufficient storage facilities; hygienic waste disposal facilities, assembly point for evacuations  K5: Explain the importance of warning other people (including verbally, using warning notices) about hazards, in order to avoid |

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|  | situations in an appropriate manner  P9: Ensuring relevant information is recorded in logs, including appropriate detail, people involved, time, actions taken, to ensure efficient operation  P10: Deal with emergencies, including taking action within own responsibility, notifying engineering department, evacuating the area or building, ensuring security have been notified where necessary | further accidents and injuries  K6: Define types of hazards to be found in the food outlet, including hazardous work areas (including slips; trips and falls; strains and sprains); sharp objects; cuts and lacerations; burns; hot food and service equipment; hazardous substances (including cleaning chemicals) or equipment (including hotplates, drinks machines, water boilers), risks from working in a hurry (including hazardous work methods); fire risks (including hot stoves, electrical equipment); likelihood and potential impact of hazard  K7: Explain methods to deal with hazards correctly, including removing or correcting the cause of risk, providing and using waiter’s uniform; working tidily, following proper procedures, warning others when necessary, providing additional training to use equipment and machinery correctly; maintaining equipment and machinery; adapting the workflow  K8: Types of emergencies that may happen in the food outlet, including fire, flood, accidents, gas leaks  K9: The knowledge of location of first aid equipment and the name of the first-aider in the food outlet  K10: The importance of following fire safety laws (following safe working practice, preventing the build-up of rubbish, ensuring that flammable materials are not at risk, not smoking except in designated areas), in order to avoid risk to the lives of associates  / guests and the fabric of the building |
| **A3: Communicate and coordinate with food & Beverage outlets colleagues efficiently and effectively** | P1: Communicate efficiently with colleagues throughout shift  P2: Work effectively as part of a hospitality team | K1: Choose appropriate style of communication for different food outlet and other associates, including speaking, appropriate language use, tone, pitch, pace; listening skills, including asking associate appropriate questions, repeating back |

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| **throughout the shift**  This Competency Standard is about communicating with colleagues about customer needs, problems and work issues, and making sure that the `message' is delivered and received as intended. | P3: Appropriately communicate for food service outlets, including written, verbal, by telephone (or similar), guest’s order check, internal memo, e-mail, food outlet log; body language, visual signs  P4: Use non-verbal communication effects the impact of own behaviour on other people, including body language – posture/stance facial expression, hand gestures, eye contact  P5: Ability to ask for help at the right time, including before and during service, when under pressure, particularly when asked to do something new, being uncertain, being unclear, not understanding  P6: Practice the benefits of effective teamwork, including efficient and effective work, correct timing of service, smooth service, high standards of service, food served at the correct temperature, good team spirit, shared responsibility for work effort of the food outlet  P7: Identify the responsibilities of the team and their importance to the organization as a whole, including providing an efficient and effective service, cooperating with other team members, anticipating the needs of guests | K2: Knowledge of Interpreting and responding positively to non- verbal communication, including showing understanding, providing positive body language in return  K3: Able to know and practice the purpose and benefits of giving food outlet and other colleagues the opportunity to ask questions and check their understanding, and the need to respond positively to these questions  K4: Practice and know the need for organizations to have a friendly and purposeful way of communicating with associates,  K5: Knowledge of the types of problems that may occur with contacts between associates  K6: Knowledge of characteristics of a good team, including commitment to the work in hand, working together, good management skills good communications  K7: Knowledge of benefits to self and own team for planning and organizing work, including smooth and effective service, developing good relations, improving guest service as a result Ability of making the most efficient use of own time, including good planning and preparation, avoiding things that may unnecessarily disrupt own time  K8: Knowledge of the scope and limits of job role, including duties and responsibilities, what can or cannot be done when helping team members  K9: Knowledge of essential information that needs to be passed on to a team member, including information about guests‟ bookings or food orders, information about the team (attendance and/or absence, illness, lateness) and the need to pass it on as soon as possible, in order to ensure an efficient and effective service and to plan and incorporate any necessary changes |

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|  | P8: Main good working relationships with team members, including being reliable and organized, working methodically, helping others, sharing information, communicating clearly using technical language where appropriate | K10: Knowledge of the types of behaviour that help the team to work well (including being collaborative, supportive, communicative, attention to detail, honesty) and the types that do not (including having a selfish approach, not supporting others, being discourteous to other team members) |
| **A4: Check that all food outlet products and equipment are in good order**  This Competency Standard is about making sure that products and equipment are in good order and that any problems are properly reported and dealt with. | P1: Ensure all products and equipment used are properly cleaned, well maintained and in good condition  P2: Ensure that equipment and products are safely stored according to organizational requirements  P3: Record any problems with the condition or function of any products or equipment and report them to the supervisor  P4: Report any maintenance issues to the engineering department and to the next shift for appropriate follow up  P5: Able to check that any problem reported previously have been dealt with, by checking in the log and confirming that appropriate action has been taken  P6: Able to compliance with relevant regulations and standards | K1: Knowledge of using equipment checklists to check that equipment used is properly cleaned, well maintained and in good condition, by proper preparation, additional cleaning of equipment if required, testing operation of electrical or mechanical equipment  K2: Brief to store equipment safely according to organizational requirements  K3: Explain procedure to record and report any problems,  K4: Check that any problems reported previously have been dealt with, by checking in the log and confirming that appropriate action has been taken |
| **A5: Ensure food outlet** | P1: Identify opportunities for reducing | K1: Knowledge of waste reduction in the food outlet, including |

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| **waste is minimized**  This Competency Standard is about finding ways to cut down on waste produced by the department and ensuring that wasted is managed and disposed of in line with organizational procedures. | waste  P2: Follow organizational policies and procedures for managing and reducing waste  P3: Ensure the roles and responsibilities for food outlet associates to support waste minimization, including taking own responsibility for managing waste in own food outlet work area  P4: Able to identify the impact of food outlet waste, cost of waste removal to the organization, impact on the environment potential to attract pests  P5: Able to dispose off food outlet waste promptly, hygienically and appropriately, including disposal or recycling as appropriate | careful ordering of food for guests (not ordering wrong dishes), careful use of disposable and consumable items, including paper serviettes, drinks coasters, tray mats, taking care of equipment  K4: Identify the opportunities for avoiding and reducing food outlet waste through reuse and recycling, including using unwanted dishes for staff while they are fresh, packaging food for storage carefully, storing equipment properly  K5: Know the potential barriers that may limit waste avoidance and reduction in the food outlet, including poor training, failure to follow proper procedure, broken or missing waste disposal equipment, poor portion control  K6: Identify the training needs and provide training for those food outlet associates responsible for reducing waste  K7: Know the benefits that can be achieved through food outlet waste reduction measures, including cost reductions for the organization, improved profitability, tidy work areas, benefits for the environment |
| **A6: Attend food outlet briefing and be aware of daily requirements and other issues** | P1: Attend team briefing at appropriate time  P2: Make notes as required on requirements for food and beverage services Inform team leader if any products or equipment are in need of maintenance or attention  P3: Inform team leader if any products or equipment are in need of maintenance or attention | K1: Follow the roles and responsibilities for the day, including preparation, service, clear-down, number of covers expected, team work responsibilities  K2: Know the need for maintenance or attention for any products or equipment, including checking equipment operation, advising the Captain of any faults or other attention needed, ensuring food outlet log is completed appropriately  K3: Know the full understanding of the briefing and what duties for the day are, by paying careful attention during briefing, asking questions where necessary |

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|  | P4: Ensure a clear understanding of the briefing and what own role and responsibilities are.  P5: Deal with problems of quality or quantity of food or drink  available, including acting within limits of own role and responsibility, checking with kitchen team, reporting to Captain | K6: Check that there are no problems or difficulties, including ensuring own area of food outlet is prepared, consulting with other associates and offering support, seeking support if needed |