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| Title | **Co-ordinate the operation of the food and beverage service area** |
| Level | **3** | **Credits** | **16** |

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| Purpose | The aim of this module is to develop the knowledge, understanding and skills to co-ordinate the operation of food and beverage service area |

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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** |
| **LU1:**Ensure professional food outlet standards are maintained throughout food and beverage service and completion of shift | **The student will be able to:**P 1: Ensure that associates maintain personal hygiene and wear appropriate waiter’s uniform throughout the shiftP 2: Ensure that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout the shiftP 3: Ensure that associates know and understand how to respond to hazards, accidents and emergenciesP4: Ensure waste is properly managed | **The student will be able to:**K1: Explain the knowledge of business for the day, including number of bookings, any special bookings, special requirements or special offers availableK2: Brief the team, including choosing the right style of communicationK3: Understand how to check if any product or equipment is in need of maintenance or attentionK4: Explain how to check if there are any problems with the quality or quantity of food or drink availableK5: Explain how to assure team’scomprehension of their duties for the day |

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| **LU2:**Manage the food outlet’s requisition requirements, work area and equipment | **The student will be able to:**P 1:Check current stock of food and other items available in the departmentP 2:Prepare requisition sheet to obtain appropriate amounts of food and other items from storeP3:Use stock control systems to manage levels and usage of stockP4:Ensure that organizational yield levels are achievedP5:Establish and maintain the condition of work areas and equipmentP6:Ensure that equipment is being used correctly and efficiently by associatesP7:Ensure that specific items of equipment are maintained, calibrated or replaced as requiredP8:Take corrective action where required to improve the safety of work areas | **The student will be able to:**K1: Explain the operational knowledge and understanding of the departmentK2:Explain how to check current stock of supplies available in the departmentK3: Explain how to prepare requisition sheet to obtain appropriate amounts of supplies from store or other departments (e.g. linen, clean uniforms)K4:Explain how to check delivery from store and other departments meet type, quality and quantity requirementsK5: Explain different systems for managing stock, e.g. First In First Out (FIFO), Last In First Out (LIFO), Last In Last Out (LILO)K6: Explain stock management system and its operations as per the standard operating procedures. |
| **LU3:**Support the Restaurant Manager | **The student will be able to:**P1:Discuss and agree on methods and formats of communication with the Restaurant ManagerP2:Agree with the Restaurant Manager daily and medium term areas for delegated responsibilitiesP3:Support the Restaurant Manager in undertaking training and | **The student will be able to:**K1:Explain the importance of monitoring the business performance of the food outletK2: Explain appropriate formats for reports as required, including staff control, food control etc.K3: Explain how to create and execute plans for |

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|  | inspectionsP4:Ensure that requirements of food outlet are signed off by Restaurant Manager | departmental sales, profit and staff developmentK4: Explain the importance of responding promptly to customer complaints, managing staff and providing them with feed backK5: Explain the importance of checking stock levels and ordering suppliesK6: Explain how to support the restaurant manager in a variety of different situationsK7: Explain standard operating procedures for food and beverage service outlets |
| **LU4**Ensure food outlet opens and finalizes the shift effectively | **The student will be able to:**P1:Ensure that all associates arrive for duty at the prescribed timeP2:Ensure that all associates are wearing their respective uniformsP3:Ensure that all associates have checked that all equipment is in good working orderP4:Ensure that all associates clear work area of equipment and food productsP5:Ensure that all associates clean and sanitize all equipment and surfacesP6:Ensure that all associates return all surplus food, equipment and materials to the relevant department | **The student will be able to:**K1: Explain operational knowledge and understanding of the kitchenK2: Explain operational knowledge and understanding of current and future requirements of businessK3: Explain the duty rota, sickness, other absence and holiday entitlementK4: Explain the importance of being fully prepared at the start of the shiftK5: Explain how to ensure that all associates conclude the shift correctly and efficientlyK6: Explain standard operating procedures for the department and section |

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|  | P7:Ensure that all associates hand over to the next shift as per company standards | K7: Explain national, local and international hygiene standards , HACCP standards, local food & safety preparation laws |