

SVQ2 in Food and Beverage Service at SCQF Level 5

Candidate Logbook

SVQ

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Issue 2

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Authorised by Martin Stretton

Prepared by Paul Webster

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Contents

Section 1: SVQ2 in Food and Beverage Service at SCQF Level 5	1
Introduction	1
National Occupational Standards and SVQs	1
Which SVQs in Food and Beverage Service are available?	1
Who are these SVQs for?	2
What is the structure of the SVQ2 in Food and Beverage Service at SCQF Level 5 [Food and Beverage Service route]?	3
What is the structure of the SVQ2 in Food and Beverage Service at SCQF Level 5 [Food Service route]?	5
What is the structure of the SVQ2 in Food and Beverage Service at SCQF Level 5 [Beverage Service route]?	7
Section 2: Examples of forms	9
Collecting your evidence	9
Example form 1 — Portfolio title page	11
Example form 2 — Personal profile	13
Example form 3 — Contents checklist	15
Example form 4 — Index of evidence	17
Example form 5 — Unit assessment plan	19
Example form 6 — Unit sign-off record	21
Example form 7 — Work Log	23
Example form 8 — Observation record	25
Example form 9 — Witness testimony	27
Example form 10 — Expert witness evidence record	29
Example form 11 — Record of questions and candidate's answers	31
Section 3: Logbook	33
Mandatory units	35
Unit 1: Maintain a safe, hygienic and secure working environment	37
Unit 2: Work effectively as part of a hospitality team	51
Unit 3: Give customers a positive impression of yourself and your organisation	69
Unit 4: Maintain food safety when storing, holding and serving food	93

Optional units	121
Unit 5: Provide a counter/takeaway service	123
Unit 6: Serve food at the table	139
Unit 7: Provide a silver service	157
Unit 8: Provide a buffet/carvery service	173
Unit 9: Serve alcoholic and soft drinks	191
Unit 10: Prepare and serve cocktails	209
Unit 11: Prepare and serve wines	227
Unit 12: Prepare and serve dispensed and instant hot drinks	249
Unit 13: Prepare and serve hot drinks using specialist equipment	267
Unit 14: Prepare and clear areas for counter/takeaway service	289
Unit 15: Prepare and clear areas for table service	307
Unit 16: Prepare and clear the bar area	333
Unit 17: Maintain cellars and kegs	359
Unit 18: Clean drink dispense lines	375
Unit 19: Receive, store and issue drinks stock	385
Unit 20: Resolve customer service problems	401
Unit 21: Promote additional services or products to customers	425
Unit 22: Deal with customers across a language divide	445
Unit 23: Maintain customer service through effective handover	461
Unit 24: Maintain and deal with payments	477
Annexe A	487

Section 1: SVQ2 in Food and Beverage Service at SCQF Level 5

Introduction

This document contains information specific to the SVQ2 in Food and Beverage Service at SCQF Level 5.

National Occupational Standards and SVQs

The standards, Assessment Strategy and qualification structures for hospitality are owned by People 1st Sector Skills Council, who reviewed these National Occupational Standards. The SVQs have been developed from the National Occupational Standards.

The SVQ2 in Food and Beverage Service at SCQF Level 5 gives recognition of candidates' skills, knowledge and understanding. It allows candidates to gain a qualification in the workplace that relates to their job and promotes good working practice.

You can contact the Sector Skills Council (SSC) at:

People 1st
2nd Floor, Armstrong House
38 Market Square
Uxbridge
UB8 1LH

Telephone: 01895 817000

Website: www.people1st.co.uk

SVQs are designed to be assessed in the workplace, or in conditions resembling the workplace. However, simulation of real working practice might be permitted. Where this is allowed it will be shown in the individual units, within the standards that are in this logbook.

Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE).

Which SVQs in Food and Beverage Service are available?

The SVQs in Food and Beverage Service are available as follows:

- SVQ2 in Food and Beverage Service at SCQF level 5 [Food and Beverage Service]
- SVQ2 in Food and Beverage Service at SCQF level 5 [Food Service]
- SVQ2 in Food and Beverage Service at SCQF level 5 [Beverage Service].

It is important that you select the most appropriate level related to your work role.

Who are these SVQs for?

SVQ2 in Food and Beverage Service at SCQF level 5 [Food and Beverage Service]

This course is for staff who work as part of a team, providing food, soft drinks, coffees or alcoholic beverages for their customers. You are likely to work in cafes, restaurants hotels, or pubs. If you work behind a bar, you should select mainly bar units, if most of your work is waiting on, you should select mainly food service units. If you do both, you should choose a mix of the two, and consider in addition, the payments unit, which demonstrates that you have cash handling skills.

SVQ2 in Food and Beverage Service at SCQF level 5 [Food Service]

This course is for staff who work as part of a team, providing food and sometimes beverages for their customers. You are likely to work in cafes, restaurants hotels, or pubs. You should also consider the payments unit as an option, if you are handling cash, to demonstrate this skill.

SVQ2 in Food and Beverage Service at SCQF level 5 [Beverage Service]

This course is suitable for hotel, café, takeaway or bar staff who are involved with serving both alcoholic and non-alcoholic drinks, and/or hot drinks like teas and coffees to customers part of a team. It is also suitable for those employed in workplace canteens, or coffee shops where hot and cold drinks are served and/or sold to customers. If you work with cash or payments, you should consider doing the payments unit to demonstrate your cash handling skills.

What is the structure of the SVQ2 in Food and Beverage Service at SCQF Level 5 [Food and Beverage Service route]?

To achieve the whole qualification at Level 5, you must prove competence in **four mandatory units** and **six optional units**.

This comprises of:

- all of the mandatory units
- one unit from Group A
- one unit from Group B
- the remaining four units can come from either Group A, B or C.

Mandatory units for the SVQ2 in Food and Beverage Service at SCQF Level 5 [Food and Beverage Service route]

You must achieve **all** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
1	1Gen1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1Gen4/09	Work effectively as part of a hospitality team	3	4
3	2Gen1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
4	2Gen4/10	Maintain food safety when storing, holding and serving food	4	6

Optional units for the SVQ2 in Food and Beverage Service at SCQF Level 5 [Food and Beverage Service route]

Group A. You must achieve **one** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
5	1FS4/09	Provide a counter/takeaway service	3	4
6	2FS2/10	Serve food at the table	4	5
7	2FS3/10	Provide a silver service	6	5
8	2FS4/10	Provide a buffet/carvery service	4	5

Group B. You must achieve **one** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
9	2BS2/10	Serve alcoholic and soft drinks	5	5
10	2BS3/10	Prepare and serve cocktails	5	5
11	2BS4/10	Prepare and serve wines	5	5
12	2BS7/10	Prepare and serve dispensed and instant hot drinks	3	5
13	2BS8/10	Prepare and serve hot drinks using specialist equipment	4	5

The remaining four units can come from either Group A, B or C.

Group C

Unit number	Unit code	Title	Unit credit	SCQF level
14	1FS3/10	Prepare and clear areas for counter/takeaway service	3	4
15	2FS1/10	Prepare and clear areas for table service	3	4
16	2BS1/10	Prepare and clear the bar area	4	5
17	2BS5/10	Maintain cellars and kegs	3	5
18	2BS6/10	Clean drinks dispense lines	3	5
19	2BS9/10	Receive, store and issue drinks stock	3	5
20	2GEN5/10	Resolve customer service problems (ICS)	6	5
21	2GEN6/10	Promote additional services or products to customers (ICS)	6	5
22	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
23	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5
24	2GEN9/10	Maintain and deal with payments	4	5

What is the structure of the SVQ2 in Food and Beverage Service at SCQF Level 5 [Food Service route]?

To achieve the whole qualification at Level 5, you must prove competence in **four mandatory units** and **six optional units**.

This comprises of:

- all of the mandatory units
- at least two units from Group A
- the remaining four units can come from either Group A or Group B.

Mandatory units for the SVQ2 in Food and Beverage Service at SCQF Level 5 [Food Service route]

You must achieve **all** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
1	1Gen1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1Gen4/09	Work effectively as part of a hospitality team	3	4
3	2Gen1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5
4	2Gen4/10	Maintain food safety when storing, holding and serving food	4	6

Optional units for the SVQ2 in Food and Beverage Service at SCQF Level 5 [Food Service route]

Group A. You must achieve **at least two** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
15	2FS1/10	Prepare and clear areas for table service	3	4
6	2FS2/10	Serve food at the table	4	5
7	2FS3/10	Provide a silver service	6	5
8	2FS4/10	Provide a buffet/carvery service	4	5

The remaining **four** units can come from **either Group A or Group B.**

Group B

Unit number	Unit code	Title	Unit credit	SCQF level
14	1FS3/10	Prepare and clear areas for counter/takeaway service	3	4
5	1FS4/09	Provide a counter/takeaway service	3	4
16	2BS1/10	Prepare and clear the bar area	4	5
11	2BS4/10	Prepare and serve wines	5	5
12	2BS7/10	Prepare and serve dispensed and instant hot drinks	3	5
13	2BS8/10	Prepare and serve hot drinks using specialist equipment	4	5
20	2GEN5/10	Resolve customer service problems (ICS)	6	5
21	2GEN6/10	Promote additional services or products to customers (ICS)	6	5
22	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
23	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5
24	2GEN9/10	Maintain and deal with payments	4	5

What is the structure of the SVQ2 in Food and Beverage Service at SCQF Level 5 [Beverage Service route]?

To achieve the whole qualification at Level 5, you must prove competence in **three mandatory units** and **seven optional units**.

This comprises of:

- all of the mandatory units
- at least two units from Group A
- the remaining five units can come from either Group A or Group B.

Mandatory units for the SVQ2 in Food and Beverage Service at SCQF Level 5 [Beverage Service route]

You must achieve **all** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
1	1GEN1/09	Maintain a safe, hygienic and secure working environment	3	4
2	1GEN4/09	Work effectively as part of a hospitality team	3	4
3	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	5	5

Optional units for the SVQ2 in Food and Beverage Service at SCQF Level 5 [Beverage Service route]

Group A. You must achieve **at least two** of the units listed below:

Unit number	Unit code	Title	Unit credit	SCQF level
16	2BS1/10	Prepare and clear the bar area	4	5
9	2BS2/10	Serve alcoholic and soft drinks	5	5
10	2BS3/10	Prepare and serve cocktails	5	5
11	2BS4/10	Prepare and serve wines	5	5
12	2BS7/10	Prepare and serve dispensed and instant hot drinks	3	5

The remaining **five** units can come from **either Group A or Group B.**

Group B

Unit number	Unit code	Title	Unit credit	SCQF level
17	2BS5/10	Maintain cellars and kegs	3	5
18	2BS6/10	Clean drinks dispense lines	3	5
13	2BS8/10	Prepare and serve hot drinks using specialist equipment	4	5
19	2BS9/10	Receive, store and issue drinks stock	3	5
20	2GEN5/10	Resolve customer service problems (ICS)	6	5
21	2GEN6/10	Promote additional services or products to customers (ICS)	6	5
22	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
23	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5
24	2GEN9/10	Maintain and deal with payments	4	5

Section 2: Examples of forms

Collecting your evidence

This section contains examples of the forms you, your assessor and the internal verifier will use while you are undertaking your SVQ2 in Food and Beverage Service at SCQF Level 5.

The forms are:

- Form 1: Portfolio title page
- Form 2: Personal profile
- Form 3: Contents checklist
- Form 4: Index of evidence
- Form 5: Unit assessment plan
- Form 6: Unit progress and sign-off record
- Form 7: Element achievement record
- Form 8: Knowledge evidence record
- Form 9: Personal statement
- Form 10: Observation record
- Form 11: Witness testimony
- Form 12: Expert witness evidence record
- Form 13: Record of questions and candidate's answers.

You should ask your assessor for further advice and support if you are still unsure about how to use the forms and who should complete them.

Example form 1 – Portfolio title page

Name:	
Job title:	
Name of employer/training provider/college:	
Their address:	
Postcode:	
Telephone number (Home):	(Work):
Email address:	Fax number:
SVQ:	
Level:	
Units submitted for assessment:	
Mentor/Supervisor:	
(Please provide details of mentor's/supervisor's experience):	
Assessor:	Date:

Example form 2 – Personal profile

Name:	
Address:	
Postcode:	
Telephone number (Home):	(Work):
Email address:	Fax number:
Job title:	
Relevant experience	
Description of your current job:	
Previous work experience or attach copy of a current CV:	
Qualifications and training and/or attach copy of a current CV:	
Voluntary work/interests:	

Name of employer/training provider/college:	
Address:	
Postcode:	
Telephone number (work):	Fax number:
Email address:	
Type of business, if employer:	
Number of staff:	
Structure of organisation (including chart or diagram if available):	

Example form 3 – Contents checklist

SVQ title:		
Candidate:		
	Completed?	Page/section number
Title page for the portfolio		
Personal profile <ul style="list-style-type: none"> • your own personal details • a brief CV or career profile • description of your job • information about your employer/training provider/college 		
Summary of the units		
Completed units <ul style="list-style-type: none"> • signed by yourself, your assessor and the internal verifier (where relevant) • reference numbers included • unit assessment plans 		
Unit progress records		
Index of evidence (with cross-referencing information completed)		
Evidence (with reference numbers) <ul style="list-style-type: none"> • observation records • details of witnesses (witness testimony sheets) • personal statements 		

Example form 5 – Unit assessment plan

SVQ title:				
Unit:				
Candidate:			Assessor:	
Normal working activities performed				
	Typical evidence	Work area	Expected completion date	Links to other units/elements
Element:				
Element:				
Element:				
Activities needing to be performed				
Element:				
Element:				
Element:				
Additional comments				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Example form 7 – Work Log

SVQ title and level:				
Unit/element(s):				
Candidate:				
Purpose of statement:				
Evidence index number:				
Date	Evidence index number	Details of statement	Links to other evidence <i>(enter numbers)</i>	Units, elements and PCs covered
Candidate's signature:			Date:	
Assessor's signature:			Date:	

Example form 8 – Observation record

SVQ title and level:	
Unit/element(s):	
Candidate:	Date of observation:
Evidence index number:	
Skills/activities observed:	PCs and range covered:
Knowledge and understanding apparent from this observation:	
Other units/elements to which this evidence may contribute:	
Assessor comments and feedback to candidate:	
I can confirm the candidate's performance was satisfactory.	
Assessor's signature:	Date:
Candidate's signature:	Date:

Example form 9 – Witness testimony

SVQ title and level:	
Candidate name:	
Evidence index number:	
Where applicable, evidence number to which this testimony relates:	
Unit:	
Element(s):	
Range:	
Date of evidence:	
Witness name:	
Relationship to candidate:	
Details of testimony:	
I can confirm the candidate's evidence is authentic and accurate.	
Witness signature:	
Name:	Date:
Contact telephone number:	
Please tick (✓) the appropriate box.	
<input type="checkbox"/>	Qualified as an assessor for workplace performance
<input type="checkbox"/>	Familiar with the SVQ standards to which the candidate is working

Example form 10 — Expert witness evidence record

SVQ title and level:	
Candidate name:	
Evidence index number:	
Where applicable, evidence number to which this testimony relates:	
Unit:	
Element(s):	
Date of evidence:	
Expert witness name:	
Relationship to candidate:	
Details of testimony:	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature:	
Name:	Date:
Contact telephone number:	

Please tick (✓) the appropriate box.	
<input type="checkbox"/>	Qualified as an assessor for workplace performance
<input type="checkbox"/>	Relevant professional work role that involves evaluating everyday staff practice
<input type="checkbox"/>	Current expertise
<input type="checkbox"/>	Familiar with the SVQ standards to which the candidate is working

Example form 11 — Record of questions and candidate's answers

SVQ title and level:	
Candidate name:	
Unit:	Element(s):
Evidence index number:	
Circumstances of assessment:	
List of questions and candidate's responses:	
Q:	
A:	
Q:	
A:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Section 3: Logbook

	Page number
Mandatory units	35
Unit 1: Maintain a safe, hygienic and secure working environment	37
Unit 2: Work effectively as part of a hospitality team	51
Unit 3: Give customers a positive impression of yourself and your organisation	69
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Unit 24: Maintain and deal with payments	477

Mandatory units

Unit 1: **Maintain a safe, hygienic and secure working environment**

Unit code: 1GEN1/09

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about basic health, hygiene, safety and security. This includes maintaining a clean and hygienic personal appearance, getting any cuts and grazes treated, and reporting illnesses and infections. The unit also covers safety and security in your workplace – helping to spot and deal with hazards and following emergency procedures when necessary.

This unit links to all of the units in the hospitality suite of occupational standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1. Your responsibilities under the Health and Safety at Work Act K2. Why it is important to work in a healthy, safe and hygienic way K3. Where you can get information about health, hygiene and safety in your workplace		
For Element 1GEN1/09.1 Maintain personal health and hygiene		
K4. General rules on hygiene that you must follow K5. Why correct clothing, footwear and headgear should be worn at all times K6. Why it is important to maintain good personal hygiene K7. What you should do if you have cuts, grazes and wounds and why it is important		
For Element 1GEN1/09.2 Help to maintain a hygienic, safe and secure workplace		
K8. The types of hazards that you may find in your workplace and how to deal with these correctly K9. Hazards you can deal with yourself and hazards that you must report to someone else K10. How to warn other people about hazards and why this is important K11. Why you should report accidents and near accidents and who you should report these to K12. Types of emergencies that may happen in your workplace and how to deal with these K13. Where to find first aid equipment and who the registered first-aid is in your workplace K14. Safe lifting and handling techniques that you must follow K15. Other ways of working safely that are relevant to your job and why these are important		

Knowledge	Type of evidence	Date
<p>For Element 1GEN1/09.2 Help to maintain a hygienic, safe and secure workplace</p> <p>K16. Your organisation's emergency procedures, in particular for fire, and how you should follow these</p> <p>K17. The possible causes of fire in your workplace</p> <p>K18. What you can do to minimise the risk of fire</p> <p>K19. Where to find fire alarms and how to set them off</p> <p>K20. Why you should never approach a fire unless it is safe to do so</p> <p>K21. Why it is important to follow fire safety laws</p> <p>K22. Your organisation's security procedures and why these are important</p> <p>K23. The correct procedures for dealing with customer property</p> <p>K24. Why it is important to report all usual/non-routine incidents to the appropriate person</p>		

Additional evidence (if applicable):

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	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational standards.

Candidate signature: _____ Date: _____

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

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 1GEN1/09.1

Maintain personal health and hygiene

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Wear clean, smart and appropriate clothing, footwear and headgear									
2. Keep your hair neat and tidy and wear it in line with your organisation's standards									
3. Make sure any jewellery, perfume and cosmetics you wear are in line with your organisation's standards									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4. Get any cuts, grazes and wounds treated by the proper person									
5. Report illness and infections promptly to the proper person									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
	<p>Q&A = outcomes from oral or written questioning</p>	<p>A = assignment, project/case studies</p>
	<p>P = products of the learner's work</p>	<p>WT = authentic statements/witness testimony</p>
	<p>RA = personal statements and/or reflective accounts</p>	<p>EPW = expert witness testimony</p>
	<p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>RPL = evidence of recognition of prior learning</p>

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational standards.

Candidate signature: _____ Date: _____

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

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 1GEN1/09.2

Help to maintain a hygienic, safe and secure workplace

What you must cover

C1 Hazards (at least 1 from)

- a) Relating to equipment
- b) Relating to areas where you work
- c) Relating to personal clothing

C2 Ways of dealing with hazards (at least 1 from)

- a) Putting them right yourself
- b) Reporting them to appropriate colleagues
- c) Warning other people

C3 Emergency procedures (at least 1 from)

- a) Fire
- b) Threat
- c) Security

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Keep a look out for hazards in your workplace									
7. Identify any hazards or potential hazards and deal with these correctly									
8. Report any accidents or near accidents quickly and accurately to the proper person									
9. Follow health, hygiene and safety procedures in all your work									
10. Practise emergency procedures correctly									
11. Follow your organisation's security procedures									

Element: 2GEN1/10 Give customers a positive impression of yourself and your organisation

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Hazards									
a) Relating to equipment									
b) Relating to areas where you work									
c) Relating to personal clothing									
C2 Ways of dealing with hazards									
a) Putting them right yourself									
b) Reporting them to appropriate colleagues									
c) Warning other people									
C3 Emergency procedures									
a) Fire									
b) Threat									
c) Security									

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational standards.

Candidate signature: _____ Date: _____

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

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Unit 2: **Work effectively as part of a hospitality team**

Unit code: 1GEN4/09

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about making a useful contribution to the work of a team, i.e. the people you work with. 'Team' includes your line manager or supervisor as well as other people in your team working at the same level as yourself. The unit includes accurately following instructions; working on time; helping others when they need help; communicating with the people you work with; getting feedback on what you do well and where you could improve and continuing to learn and develop yourself.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
Plan and organise your work		
K1. Why it is essential to understand the requirements of the work K2. The benefits to you and your team of planning and organising your work K3. How to make the most efficient use of your time and avoid things that may unnecessarily disrupt it K4. The benefits of keeping everything you need for your work organised and available K5. Why it is important to keep your work area clean and tidy K6. Why it is important to keep waste to a minimum K7. When to ask for help and who you can ask		
Work effectively with team members		
K8. Why effective teamwork is important K9. The people in your team and how they fit into the organisation K10. The responsibilities of the team and why it is important to the organisation as a whole K11. How to maintain good working relationships with team members K12. How to determine if helping a team member will prevent you from completing your own work on time		

Knowledge	Type of evidence	Date
Work effectively with team members		
K13. The limits of your job role and what you can and cannot do when helping team members		
K14. What could be essential information that needs to be passed on to a team member and why you need to pass it on as soon as possible		
K15. The types of behaviour that help the team to work well and the types that do not		
K16. Why you should report any problems with working relationships to your line manager		
K17. How to communicate clearly and why it is important		
Develop your own skills		
K18. Why it is important to improve your knowledge and skills		
K19. How to get feedback from team members and how this can help you		
K20. How a learning plan should help to improve your work		
K21. Why it is important to review your action/learning plan regularly		

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
	<p>Q&A = outcomes from oral or written questioning</p>	<p>A = assignment, project/case studies</p>
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	<p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>RPL = evidence of recognition of prior learning</p>

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Countersigning internal verifier (if applicable): _____ Date: _____

Plan and organise your work

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Make sure you understand the requirements of the work									
2. Ask questions about things you do not understand									
3. Accurately follow instructions									
4. Plan your work by prioritising tasks in order of importance									
5. Keep everything you need for your work organised and available									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Keep your work area as clean and tidy as possible									
7. Keep waste to a minimum									
8. Ask for help from the relevant person if you need it									
9. Provide work on time and as agreed									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
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Work effectively with team members

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
10. Give team members help when they ask for it									
11. Make sure the help you give them is within the limits of your job role									
12. Make sure the help you give does not prevent you from completing your own work on time									
13. Pass on important information to team members as soon as possible									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
14. Maintain good working relationships with team members									
15. Report any problems with working relationships to the relevant person									
16. Communicate clearly and effectively with team members									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
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Develop your own skills

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
17. Seek feedback on your work and deal with this feedback positively									
18. Identify, with the relevant person, aspects of your work which are up to standard and areas that you could improve									
19. Agree what you have to do to improve your work									
20. Agree an action/learning plan with the relevant person									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
21. Seek opportunities to review and develop your plan									

Additional evidence (if applicable):

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Unit 3: **Give customers a positive impression of yourself and your organisation**

Unit code: 2GEN1/10

Unit credit: 5

SCQF Unit level: 5

Introduction

This unit is about communicating with customers to give a positive impression of yourself and your organisation. It involves giving customers the right impression, responding to their needs and providing helpful information.

This unit is Unit A4 from the Institute of Customer Service suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1 Your organisation's standards for appearance and behaviour		
K2 Your organisation's guidelines for how to recognise what your customer wants and respond appropriately		
K3 Your organisation's rules and procedures regarding the methods of communication you use		
K4 How to recognise when a customer is angry or confused		
K5 Your organisation's standards for timeliness in responding to customer questions and requests for information		

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
	<p>Q&A = outcomes from oral or written questioning</p>	<p>A = assignment, project/case studies</p>
	<p>P = products of the learner's work</p>	<p>WT = authentic statements/witness testimony</p>
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Element 2GEN1/10

Give customers a positive impression of yourself and your organisation

What you must cover

C1 Communication method (at least 3 from)

- a) Face to face
- b) In writing
- c) By telephone
- d) By text message
- e) By email (including social networking)
- f) Intranet

C2 Positive impression (All from)

- a) During routine delivery of customer service
- b) During a busy time in your job
- c) During a quiet time in your job
- e) When people, systems or resources have let you down

C3 Communicate with customers (both)

- a) Using appropriate spoken or written language
- b) Applying the conventions and rules appropriate to the method of communication you have chosen

Establish effective rapport with customers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Meet your organisation's standards of appearance and behaviour									
2. Greet your customer respectfully and in a friendly manner									
3. Communicate with your customer in a way that makes them feel valued and respected									
4. Identify and confirm your customer's expectations									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Treat your customer courteously and helpfully at all times									
6. Keep your customer informed and reassured									
7. Adapt your behaviour to respond effectively to different customer behaviour									

Element: 2GEN1/10 Give customers a positive impression of yourself and your organisation

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Communication method									
a) Face to face									
b) In writing									
c) By telephone									
d) By text message									
e) By email (including social networking)									
f) Intranet									
C2 Positive impression									
a) During routine delivery of customer service									
b) During a busy time in your job									
c) During a quiet time in your job									
e) When people, systems or resources have let you down									

Element: 2GEN1/10 Give customers a positive impression of yourself and your organisation

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Communicate with customers									
a) Using appropriate spoken or written language									
b) Applying the conventions and rules appropriate to the method of communication you have chosen									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
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Element 2GEN10

Give customers a positive impression of yourself and your organisation

What you must cover

C1 Communication method (at least 3 from)

- a) Face to face
- b) In writing
- c) By telephone
- d) By text message
- e) By email (including social networking)
- f) Intranet

C2 Positive impression (All from)

- a) During routine delivery of customer service
- b) During a busy time in your job
- c) During a quiet time in your job
- e) When people, systems or resources have let you down

C3 Communicate with customers (Both)

- a) Using appropriate spoken or written language
- b) Applying the conventions and rules appropriate to the method of communication you have chosen to have

Respond appropriately to customers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
8. Respond promptly to a customer seeking help									
9. Choose the most appropriate way to communicate with your customer									
10. Check with your customer that you have fully understood their expectations									
11. Respond promptly and positively to your customers' questions and comments									
12. Allow your customer time to consider your response and give further explanation when appropriate									

Element: 2GEN1/10 Give customers a positive impression of yourself and your organisation

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Communication method									
a) Face to face									
b) In writing									
c) By telephone									
d) By text message									
e) By email (including social networking)									
f) Intranet									
C2 Positive impression									
a) During routine delivery of customer service									
b) During a busy time in your job									
c) During a quiet time in your job									
e) When people, systems or resources have let you down									

Element: 2GEN1/10 Give customers a positive impression of yourself and your organisation

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Communicate with customers									
a) Using appropriate spoken or written language									
b) Applying the conventions and rules appropriate to the method of communication you have chosen to have									

Additional evidence (if applicable):

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Element 2GEN10

Give customers a positive impression of yourself and your organisation

What you must cover

C1 Communication method (at least 3 from)

- a) Face to face
- b) In writing
- c) By telephone
- d) By text message
- e) By email (including social networking)
- f) Intranet

C2 Positive impression (All from)

- a) During routine delivery of customer service
- b) During a busy time in your job
- c) During a quiet time in your job
- e) When people, systems or resources have let you down

C3 Communicate with customers (Both)

- a) Using appropriate spoken or written language
- b) Applying the conventions and rules appropriate to the method of communication you have chosen to have

Communicate information to customers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
13. Quickly find information that will help your customer									
14. Give your customer information they need about the services or products offered by your organisation									
15. Recognise information that your customer might find complicated and check whether they fully understand									
16. Explain clearly to your customers any reasons why their needs or expectations cannot be met									

Element: 2GEN1/10 Give customers a positive impression of yourself and your organisation

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Communication method									
a) Face to face									
b) In writing									
c) By telephone									
d) By text message									
e) By email (including social networking)									
f) Intranet									
C2 Positive impression									
a) During routine delivery of customer service									
b) During a busy time in your job									
c) During a quiet time in your job									
e) When people, systems or resources have let you down									

Element: 2GEN1/10 Give customers a positive impression of yourself and your organisation

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Communicate with customers									
a) Using appropriate spoken or written language									
b) Applying the conventions and rules appropriate to the method of communication you have chosen to have									

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Unit 4: Maintain food safety when storing, holding and serving food

Unit code: 2GEN4/10

Unit credit: 4

SCQF Unit level: 6

Introduction

This unit reflects current food safety guidance in the UK and integrates the key themes of Cleaning and preventing Cross-contamination. It provides staff with the knowledge and skills of reviewing hazards and using hazard based procedures such that they are part of a team maintaining food safety. This unit is appropriate to staff who store, hold and serve food. Separate units are available for those who cook and prepare food, and for managers and supervisors who have wider responsibilities for food safety in a catering operation.

When you have completed this unit, you will have proved you can:

- 2GEN4/10.1 Keep yourself clean and hygienic
- 2GEN4/10.2 Keep your working area clean and hygienic
- 2GEN4/10.3 Store food safely
- 2GEN4/10.4 Hold and serve food safely.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1. What might happen if significant food safety hazards are not controlled</p> <p>K2. The types of significant food safety hazards that you are likely to come across when handling and storing food</p> <p>K3. How these hazards should be controlled by personal hygiene, cleaning, safe storage and the avoidance of cross-contamination</p> <p>K4. How some hazards are more important than others in terms of food safety</p> <p>K5. Whom you should report to if you believe there are significant food safety hazards</p>		
For Element 2GEN4/10.1 Keep yourself clean and hygienic		
<p>K6. Why you must wear clean and suitable clothes appropriate to your job</p> <p>K7. What type of clothes are appropriate to different jobs in the handling and serving of food</p> <p>K8. Why jewellery and accessories can cause food safety hazards</p> <p>K9. When you must change your clothes to prevent bacteria spreading and why this is important</p> <p>K10. Why you must wash your hands after going to the toilet; when going into food preparation and cooking areas; after touching raw food and waste and before serving food</p> <p>K11. Why it is important not to handle food if you have open wounds and what to do if you have an open wound</p> <p>K12. Why it is important to report illnesses and infections promptly and why stomach illnesses are particularly important</p> <p>K13. Why it is important to avoid: touching face, nose or mouth; chewing gum; eating; smoking — when you are working with food</p>		

Knowledge	Type of evidence	Date
<p>For Element 2GEN4/10.2 Keep your working area clean and hygienic</p> <p>K14. Why surfaces and equipment must be clean before beginning a new task and how to do so</p> <p>K15. Why it is important only to use clean and suitable cloths and equipment when cleaning between tasks and how to do so</p> <p>K16. Why surfaces and equipment that are damaged or have loose parts can be dangerous to food safety</p> <p>K17. The types of damaged surfaces and equipment that can cause food safety hazards and what to do about them</p> <p>K18. Why it is important to clear and dispose of waste promptly and safely and how to do so</p> <p>K19. How damage to walls, floors, ceilings, furniture and fittings can cause food safety hazards and the type of damage you should look for</p> <p>K20. The types of pests that you may find in catering operations and how to identify the signs that they may be there</p>		
<p>For Element 2GEN4/10.3 Store food safely</p> <p>K21. Why it is important to make sure food deliveries are undamaged and within their 'use-by date'</p> <p>K22. Why it is important that food is stored at the correct temperature and how you can ensure this</p> <p>K23. Why it is important to prepare food for storage – for example by removing and disposing of outer packaging (whilst retaining any important labelling information e.g. instructions for use, on allergens)</p> <p>K24. Why food must be put in the correct storage area and what temperatures different foods should be stored at</p> <p>K25. Why it is important that storage areas are clean and hygienic and what to do if they are not</p> <p>K26. How to check food is stored at the correct temperature</p> <p>K27. Why it is important to separate raw and ready-to-eat food</p> <p>K28. What types of food are raw and what types ready-to- eat</p> <p>K29. Why stock rotation procedures are important and why you must dispose of food beyond its 'use-by date'</p>		

Knowledge	Type of evidence	Date
<p>For Element 2GEN4/10.4 Hold and serve food safely</p> <p>K30. How to check food during holding and serving</p> <p>K31. Why it is important to know that certain foods can cause allergic reactions and the procedures you should follow in your organisation to deal with these types of food, including what to do when a customer asks if a particular dish is free from a certain food allergen</p> <p>K32. How cross contamination can happen between raw food and food that is ready to eat and how to avoid this</p> <p>K33. Why you should hold food at the correct temperature and for the correct time</p> <p>K34. Holding temperatures and times you must use for the food you work with.</p>		

Additional evidence (if applicable):

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Element 2GEN4/10.1

Keep yourself clean and hygienic

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Wear clean and suitable clothes appropriate to the jobs you are doing									
2. Only wear jewellery and other accessories that do not cause food safety hazards									
3. Change your clothes when necessary to prevent bacteria spreading									
4. Wash your hands thoroughly at appropriate times									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Avoid unsafe behaviour that could contaminate the food you are working with									
6. Report any cuts, grazes, illness and infections promptly to the appropriate person									
7. Make sure any cuts and grazes are treated and covered with an appropriate dressing									

Additional evidence (if applicable):

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Element 2GEN4/10.2

Keep your working area clean and hygienic

What you must cover

C1 Surfaces and equipment (Both)

- a) surfaces and utensils used for displaying and serving food
- b) appropriate cleaning equipment

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
8. Make sure surfaces and equipment for displaying and serving food are clean and in good condition									
9. Use clean and suitable cloths and equipment for wiping and cleaning between tasks									
10. Remove from use any surfaces and equipment that are damaged or have loose parts and report them to the person responsible for food safety									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11. Dispose of waste promptly, hygienically and appropriately									
12. Identify, take appropriate action on and report to the appropriate person any damage to walls, floors, ceilings, furniture and fittings									
13. Identify, take appropriate action on and report to the appropriate person any signs of pests									

Element: 2GEN4/10.2 Keep your working area clean and hygienic

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Surfaces and equipment									
a) surfaces and utensils used for displaying and serving food									
b) appropriate cleaning equipment									

Additional evidence (if applicable):

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Element 2GEN4/10.3

Store food safely

What you must cover

C2 Storage areas (at least 1 from)

- a) ambient temperature
- b) refrigerator
- c) freezer

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
14. Check that food is undamaged and within its 'use-by date' when you receive it									
15. Prepare food for storage and put it in the correct storage area as quickly as necessary to maintain its safety									
16. Make sure storage areas are clean and maintained at the correct temperature for the type of food									
17. Store food so that cross- contamination is prevented									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
18. Follow stock rotation procedures									
19. Safely dispose of food that is beyond its 'use-by date'									
20. Keep necessary records up-to-date									

Element: 2GEN4/10.3 Store food safely

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C2 Storage areas									
a) ambient temperature									
b) refrigerator									
c) freezer									

Additional evidence (if applicable):

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Element 2GEN4/10.4

Hold and serve food safely

What you must cover

C3 Hazards (at least 3 from)

- a) sources of bacteria and other organisms
- b) chemical
- c) physical
- d) allergenic

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
21. Handle food in a way that protects it from hazards									
22. Follow your organisation's procedures for items that may cause allergic reactions									
23. Prevent cross-contamination between raw foods and ready-to-eat foods									
24. Use methods, times and temperatures that maintain food safety									
25. Keep necessary records up-to-date									

Element: 2GEN4/10.4 Hold and serve food safely

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Hazards									
a) sources of bacteria and other organisms									
b) chemical									
c) physical									
d) allergenic									

Additional evidence (if applicable):

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Optional units

Unit 5: Provide a counter/takeaway service

Unit code: 1FS4/09

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about taking customers' orders and serving food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying food and drink items in the correct manner.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For Element 1FS4/09.1 Serve customers at the counter</p> <p>K1. Safe and hygienic working practices for serving customers at the counter and why these are important</p> <p>K2. Why it is important to use separate serving equipment for each food item</p> <p>K3. Why food and drink items must be served at the correct temperature</p> <p>K4. Why portions must be controlled when serving customers</p> <p>K5. Why information given to customers must be accurate</p> <p>K6. The types of unexpected situations that may occur when serving customers and how to deal with these</p>		
<p>For Element 1FS4/09.2 Maintain counter and service areas</p> <p>K7. Safe and hygienic practices for clearing and why these are important</p> <p>K8. Why food which is prepared first, should be served first</p> <p>K9. Why maintaining food at the correct temperature is important and how you can ensure this</p> <p>K10. Why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service</p> <p>K11. Why waste must be handled and disposed of correctly</p> <p>K12. Why a constant stock of service items should be maintained</p> <p>K13. The types of unexpected situations that may occur when clearing away and how to deal with these</p>		

Additional evidence (if applicable):

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Element 1FS4/09.1

Serve customers at the counter

What you must cover

C1 Customers (at least 1 from)

- a) Customers with routine needs
- b) Customers with non-routine needs

C2 Information (at least 2 from)

- a) Items available
- b) Ingredients
- c) Prices, special offers and promotions

C3 Food and drink items (at least 2 from)

- a) Hot food
- b) Cold food
- c) Hot drinks
- d) Cold drinks

C4 Condiments and accompaniments (at least 2 from)

- a) Seasonings
- b) Sugars/sweeteners
- c) Prepared sauces/dressings

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Give your customers information that meets their needs, and promotes your organisation's products and services									
2. Find out what your customers require, and if necessary tell them about any waiting time									
3. Process the order promptly									
4. Serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Make sure there are appropriate condiments and accompaniments available for your customers									

Element: 1FS4/09.1 Serve customers at the counter

What you must cover: *(Assessor to record range with reference to element requirements)*

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Customers									
a) Customers with routine needs									
b) Customers with non-routine needs									
C2 Information									
a) Items available									
b) Ingredients									
c) Prices, special offers and promotions									
C3 Food and drink items									
a) Hot food									
b) Cold food									
c) Hot drinks									
d) Cold drinks									

Element: 1FS4/09.1 Serve customers at the counter

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Condiments and accompaniments									
a) Seasonings									
b) Sugars/sweeteners									
c) Prepared sauces/dressings									

Additional evidence (if applicable):

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Element 1FS4/09.2

Maintain counter and service areas

What you must cover

C5 Service items (at least 3 from)

- a) Service utensils
- b) Food containers/dispensers
- c) Trays
- d) Crockery
- e) Cutlery
- f) Disposable items

C6 Food and drink items (at least 2 from)

- a) Hot food
- b) Cold food
- c) Hot drinks
- d) Cold drinks

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Keep your work area tidy, hygienic and free from rubbish and food debris during service									
7. Maintain enough stocks of clean service items									
8. Restock with food and drink items when necessary									
9. Display and store food and drink items in line as required									
10. Clear the work area of used and un-required service items at the appropriate times									
11. Dispose of rubbish, used disposable items and food waste as required									

Element: 1FS4/09.2 Maintain counter and service areas

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C5 Service items									
a) Service utensils									
b) Food containers/dispensers									
c) Trays									
d) Crockery									
e) Cutlery									
f) Disposable items									
C6 Food and drink items									
a) Hot food									
b) Cold food									
c) Hot drinks									
d) Cold drinks									

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What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For Element 2FS2/10.1 Greet customers and take orders		
K1. Your organisation's standards for customer service K2. Why menus should be checked before use K3. Why information about the menu should be given accurately to customers K4. Why it is important to have knowledge about the food being served K5. Types of assistance that customers may need when they arrive and how to deal with these K6. The types of unexpected situations that may occur when greeting customers and dealing with their orders and how to deal with these		
For Element 2FS2/10.2 Serve customer orders and maintain the dining area		
K7. Safe and hygienic working practices when serving customers' orders K8. Which condiments and accompaniments best complement each menu item K9. Which service equipment is appropriate for different menu items K10. Why food should be arranged and presented in line with the menu specifications K11. Why care has to be taken to serve food hygienically		

Knowledge	Type of evidence	Date
<p>For Element 2FS2/10.2 Serve customer orders and maintain the dining area</p> <p>K12. Safe and hygienic working practices when maintaining dining and service areas</p> <p>K13. Why dining and service areas must be kept tidy and free from rubbish and food debris</p> <p>K14. Why waste must be handled and disposed of correctly</p> <p>K15. Why a constant stock of linen, table items and accompaniments must be maintained</p> <p>K16. The types of unexpected situations that may occur when serving food at table and how to deal with these</p>		

Additional evidence (if applicable):

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Element 2FS2/10.1

Greet customers and take orders

What you must cover

C1 Customers (at least 1 from)

- a) with special requirements
- b) without special requirements

C2 Customer requirements (at least 2 from)

- a) correct number of place settings
- b) dietary requirements
- c) special seating requirements

C3 Service operation (at least 1 from)

- a) table service
- b) function service

C4 Information (at least 2 from)

- a) dishes available
- b) dish composition and method of cooking
- c) prices
- d) special offers and promotions

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Greet customers and identify their requirements and check any booking records as appropriate to the service operation									
2. Provide customers with assistance when they arrive									
3. Make sure customers have access to the correct menu									
4. Give accurate information on individual dishes according to customers' requirements									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Take the opportunity to maximise the order using appropriate sales techniques									
6. Assist customers to make a choice where appropriate									
7. Identify, record and deal with their order promptly									

Element: 1FS2/10.1 Greet customers and take orders

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Customers									
a) with special requirements									
b) without special requirements									
C2 Customer requirements									
a) correct number of place settings									
b) dietary requirements									
c) special seating requirements									
C3 Service operation									
a) table service									
b) function service									

Element: 1FS2/10.1 Greet customers and take orders

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Information									
a) dishes available									
b) dish composition and method of cooking									
c) prices									
d) special offers and promotions									

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Element 2FS2/10.2

Serve customer orders and maintain the dining area

What you must cover

C5 Table items (at least 3 from)

- a) crockery
- b) cutlery and silverware
- c) glassware
- d) napkins
- e) condiments and accompaniments

C6 Service equipment (at least 2 from)

- a) dishes, linens, flats
- b) tray/trolley service — cutlery and silverware
- c) service cloths/linen

C7 Service method (at least 1 from)

- a) plated items
- b) served items

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
8. Provide customers with the correct table items for the food to be served at the appropriate times									
9. Serve food with clean and undamaged service equipment of the appropriate type									
10. Serve food of the type quality and quantity required using the appropriate service method									
11. Keep the customer area tidy and clean									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
12. Remove and replace used table items as required and maintain the correct stocks									
13. Remove leftover food items, condiments and accompaniments from the table when required and deal with them correctly									
14. Carry out work with the minimum of disturbance to customers									

Element: 1FS2/10.2 Serve customers orders and maintain the dining area

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C5 Table items									
a) crockery									
b) cutlery and silverware									
c) glassware									
d) napkins									
e) condiments and accompaniments									
C6 Service equipment									
a) dishes, linens, flats									
b) tray/trolley service – cutlery and silverware									
c) service cloths/linen									
C7 Service method									
a) plated items									
b) served items									

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Unit 7: Provide a silver service

Unit code: 2FS3/10

Unit credit: 6

SCQF Unit level: 5

Introduction

This unit is about silver serving various foods including soups and sauces, bread rolls and potatoes, meat and poultry, vegetables and sweets. This unit also covers clearing finished courses including cutlery, crockery and other table items such as glassware.

When you have completed this unit, you will have proved you can:

- 2FS3/10.1 Silver serve food
- 2FS3/10.2 Clear finished courses.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For Element 2FS3/10.1 Silver serve food</p> <p>K1. Safe and hygienic working practices when providing a silver service</p> <p>K2. Why it is important to be familiar with the available menu items</p> <p>K3. What the operational procedures for serving courses are</p> <p>K4. What food has to be carefully portioned during service</p> <p>K5. Why care has to be taken to serve and arrange food correctly</p> <p>K6. Why care should be taken to avoid accidents</p> <p>K7. Why and to whom all customer incidents should be reported</p> <p>K8. The types of unexpected situations that may occur when providing silver service and how to deal with these</p>		
<p>For Element 2FS3/10.2 Clear finished courses</p> <p>K9. Safe and hygienic working practices when clearing finished courses</p> <p>K10. What the operational procedures for clearing finished courses are</p> <p>K11. Why and to whom any incidents or accidents should be reported</p> <p>K12. What the hygiene aspects are to clearing tables</p> <p>K13. The types of unexpected situations that may occur when clearing courses and how to deal with these</p>		

Additional evidence (if applicable):

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Element 2FS3/10.1

Silver serve food

What you must cover

C1 Service equipment (at least 2 from)

- a) dishes/liners/flats
- b) service cutlery/silverware
- c) service cloths/linen

C2 Silver operation (at least 1 from)

- a) function silver service
- b) restaurant silver service
- c) buffet/carvery silver service

C3 Food items (at least 5 from)

- a) soups
- b) gravies/sauces
- c) bread rolls/potatoes/other solid items
- d) sliced meat/poultry
- e) rice/vegetables/other small chopped items
- f) pies/tarts/flans/gateaux
- g) puddings/spooned desserts
- h) cheese

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Make sure that service equipment is clean and undamaged and ready for service according to the service operation									
2. Make sure that the food that you serve is of the type and quantity required and that it is arranged allowing for easy service									
3. Portion, serve and arrange the food items using the recommended service equipment									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4. Deal with surplus food items and used service equipment appropriately									
5. Carry out your work with the minimum of disturbance to customers									

Element: 2FS3/10.1 Silver serve food

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Service equipment									
a) dishes/liners/flats									
b) service cutlery/silverware									
c) service cloths/linen									
C2 Silver operation									
a) function silver service									
b) restaurant silver service									
c) buffet/carvery silver service									

Element: 2FS3/10.1 Silver serve food

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Food items									
a) soups									
b) gravies/sauces									
c) bread rolls/potatoes/ other solid items									
d) sliced meat/poultry									
e) rice/vegetables/other small chopped items									
f) pies/tarts/flans/ gateaux									
g) puddings/spooned desserts									
h) cheese									

Additional evidence (if applicable):

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Element 2FS3/10.2

Clear finished courses

What you must cover

C4 Courses (All of)

- a) starter
- b) main course
- c) dessert

C5 Service operation (at least 1 from)

- a) function silver service
- b) restaurant silver service
- c) buffet/carvery silver service

C6 Table items (at least 2 from)

- a) glassware
- b) condiments and accompaniments
- c) table decorations

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Clear finished courses from the table at the appropriate time according to the service operation									
7. Clear finished courses and used crockery and cutlery systematically with assistance from other service staff									
8. Check crockery, cutlery and other table items and replace or remove them as appropriate									
9. Clear waste and food debris from the table in line with the service operation									

Element: 2FS3/10.2 Clear finished courses

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Courses									
a) starter									
b) main course									
c) dessert									
C5 Service operation									
a) function silver service									
b) restaurant silver service									
c) buffet/carvery silver service									
C6 Table items									
a) glassware									
b) condiments and accompaniments									
c) table decorations									

Additional evidence (if applicable):

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Unit 8: Provide a buffet/carvery service

Unit code: 2FS4/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about preparing the carvery or buffet display by arranging items such as crockery, cutlery and napkins. It also covers serving customers at the carvery or buffet which includes portioning the food and using the correct service style. Finally, the unit covers keeping customer dining areas clean by clearing tables and dealing with spillages.

When you have completed this unit, you will have proved you can:

- 2FS4/10.1 Prepare and maintain a carvery/buffet display
- 2FS4/10.2 Serve and assist customers at the carvery/buffet.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For Element 2FS4/10.1 Prepare and maintain a carvery/buffet display		
K1. Safe and hygienic working practices when preparing and maintaining a carvery or buffet display		
K2. Why food items should be replenished and displayed correctly throughout service		
K3. Why dining and service areas must be kept tidy and free from rubbish and food debris		
K4. Why service equipment should be turned on before service		
K5. Why heating/air conditioning/ventilation and lighting should be checked before use when preparing areas for service		
K6. Why table items should be checked for damage and cleanliness before service		
K7. The types of unexpected situations that may occur when preparing and maintaining the carvery or buffet and how to deal with these		
For Element 2FS4/10.2 Serve and assist customers at the carvery/buffet		
K8. Safe and hygienic working practices when serving customers at a buffet or carvery		
K9. Why portions should be controlled when serving food to customers		
K10. Why information given to customers should be accurate		
K11. Why maintaining food at the correct temperature is important and how you can ensure this		
For Element 2FS4/10.2 Serve and assist customers at the carvery/buffet		
K12. Why and to whom all customer incidents should be reported		
K13. Safe and hygienic working practices when maintaining a customer dining area		
K14. Why waste must be handled and disposed of correctly		
K15. Why and to whom breakages should be reported		
K16. The types of unexpected situations that may occur when serving customers from the carvery or buffet and how to deal with these		

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
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Element 2FS4/10.1

Prepare and maintain a carvery/buffet display

What you must cover

C1 Service style (at least 1 from)

- a) served buffet/carvery
- b) self-service buffet/carvery

C2 Table items (at least 3 from)

- a) crockery
- b) cutlery/silverware
- c) glassware
- d) table coverings
- e) napkins
- f) decorative items
- g) flowers

C3 Service equipment (at least 2 from)

- a) dishes/flats/plates
- b) service cutlery/silverware
- c) service cloths/linen

C4 Food items (at least 2 from)

- a) hot food
- b) cold food
- c) accompaniments

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Make sure the carvery/buffet table is clean, undamaged and positioned according to the service style									
2. Make sure table items are clean, undamaged and arrange them correctly for food service									
3. Make sure service equipment is clean, undamaged and positioned ready for use									
4. Display food items ready for service									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Display and store food items according to food safety requirements									
6. Replenish food items as necessary and keep the carvery or buffet free from food debris during food service									

Element: 2FS4/10.1 Prepare and maintain a carvery/buffet display

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Service style									
a) served buffet/carvery									
b) self-service buffet/carvery									
C2 Table items									
a) crockery									
b) cutlery/silverware									
c) glassware									
d) table coverings									
e) napkins									
f) decorative items									
g) flowers									
C3 Service equipment									
a) dishes/flats/plates									
b) service cutlery/silverware									
c) service cloths/linen									

Element: 2FS4/10.1 Prepare and maintain a carvery/buffet display

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Food items									
a) hot food									
b) cold food									
c) accompaniments									

Additional evidence (if applicable):

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Element 2FS4/10.2

Serve and assist customers at the carvery/buffet

What you must cover

C5 Service style (at least 1 from)

- a) served buffet/carvery
- b) self-service buffet/carvery

C6 Service equipment (at least 2 from)

- a) dishes/flats/plates
- b) service cutlery/silverware
- c) service cloths/linen

C7 Food items (at least 2 from)

- a) hot food
- b) cold food
- c) accompaniments

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
7. Give information that meets the customers' needs and promotes the products and services of your organisation									
8. Serve food with service equipment of the appropriate type that is clean and undamaged using the correct service style									
9. Serve only food items that are of the required type and quality									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
10. Portion and arrange food in line with your organisation's style and customer requirements									
11. Keep customer dining areas tidy and free from rubbish and food debris									
12. Clear any used table items and left over food items when necessary									
13. Carry out work with the minimum of disturbance to customers									

Element: 2FS4/10.2 Serve and assist customers at the carvery/buffet

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C5 Service style									
a) served buffet/carvery									
b) self-service buffet/carvery									
C6 Service equipment									
a) dishes/flats/plates									
b) service cutlery/silverware									
c) service cloths/linen									
C7 Food items									
a) hot food									
b) cold food									
c) accompaniments									

Additional evidence (if applicable):

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What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1. What the Licensing Objectives are relevant to the country in which you are working</p> <p>K2. Current relevant legislation relating to licensing and weights and measures</p> <p>K3. Why it is important to check glassware for damage</p> <p>K4. Why drinks should be stored at the correct temperature</p> <p>K5. How to deal with violent/disorderly customers</p> <p>K6. Why it is important to offer customers accurate information e.g. about the strength of drinks and their basic characteristics</p> <p>K7. Why it is important to offer customers accurate information about special offers and promotions</p> <p>K8. What legal measures must be used to serve alcohol and why they must be used</p> <p>K9. What the law is in relation to serving underage drinkers and how this affects bar staff</p> <p>K10. What the law is in relation to the times of day/night that alcohol may be served</p> <p>K11. What symptoms indicate that a customer has drunk excessive amounts and what your legal responsibilities are in relation to this</p> <p>K12. Under what circumstances must customers not be served with alcohol</p>		
For the whole unit		
<p>K13. How to respond to signs that someone might be under the influence of drugs or buying/selling drugs</p> <p>K14. What procedures to follow in response to people smoking in a no smoking area</p> <p>K15. Types of non-routine needs that customers may have and how to deal with these</p>		

Knowledge	Type of evidence	Date
For Element 2BS2/10.1 Take customer orders		
K16. Your organisation's standards for customer service		
K17. Different service styles within your organisation		
K18. Why you should deal with customers in order of arrival where possible		
For Element 2BS2/10.2 Serve drinks		
K19. The correct way to open capped, screw top and corked bottles and how to use the appropriate equipment		
K20. Why you should leave the bottle with the label facing the customer		
K21. The correct way to pour and serve the following draught drinks: stout, cask ales, keg beers/lagers, 'cream flow' drinks, cask/keg cider, wine		
K22. The correct way to pour and serve the following drinks for free or optic pouring: spirits, wines, ports and sherries, liqueurs, cordials		
K23. Types of glasses available to serve drinks and which ones to use according to your organisation's procedures and customer requirements		
K24. Correct temperatures for drinks		

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Element 2BS2/10.1

Take customer orders

What you must cover

C1 Information (at least 2 from)

- a) price
- b) alcoholic content
- c) name and type of drink
- d) style characteristics

C2 Drinks (at least 2 from)

- a) bottled drinks
- b) draught drinks
- c) drinks in cans or cartons
- d) drinks served by free pouring or optics

C3 Drink accompaniments (at least 2 from)

- a) ice/water
- b) food garnishes for drinks
- c) decorative items/stirrers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Deal with your customers in order of arrival where possible									
2. Maintain focus on the customer and their needs									
3. Offer your customers accurate information on available drinks									
4. Take the opportunity to maximise sales through up-selling in line with current best practice and/or legislation									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Identify customer requirements accurately and offer them drink accompaniments appropriate to the type of drink									
6. Provide alcoholic drinks to permitted people only									
7. Deal with customer incidents effectively and inform the proper person where necessary									

Element: 2BS2/10.1 Take customer orders

What you must cover: (Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Information									
a) price									
b) alcoholic content									
c) name and type of drink									
d) style characteristics									
C2 Drinks									
a) bottled drinks									
b) draught drinks									
c) drinks in cans or cartons									
d) drinks served by free pouring or optics									

Element: 2BS2/10.1 Take customer orders

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Drink accompaniments									
a) ice/water									
b) food garnishes for drinks									
c) decorative items/stirrers									

Additional evidence (if applicable):

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Element 2BS2/10.2

Serve drinks

What you must cover

C4 Drinks (at least 3 from)

- a) bottled
- b) draught
- c) drinks in cans
- d) drinks in cartons
- e) free pouring/optics

C5 Customer (at least 1 from)

- a) with routine needs
- b) with non-routine needs

C6 Service style (at least 1 from)

- a) at the bar
- b) at the table

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
8. Select a glass in which to serve the drink according to your organisation's procedures and customer requirements									
9. Check that the glass is clean and undamaged									
10. Pour the drink according to the product that you are serving									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11. Ensure that the drink is at the correct temperature before serving									
12. Serve the drink to the customer in line with the service style									
13. Promote additional products to the customer as appropriate									

Element: 2FS3/10.1 Serve drinks

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Drinks									
a) bottled									
b) draught									
c) drinks in cans									
d) drinks in cartons									
e) free pouring/optics									
C5 Customer									
a) with routine needs									
b) with non-routine needs									
C6 Service style									
a) at the bar									
b) at the table									

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Unit 10:	Prepare and serve cocktails
Unit code:	2BS3/10
Unit credit:	5
SCQF Unit level:	5

Introduction

This unit is about preparing cocktail making equipment and cocktail ingredients. It also covers mixing and serving cocktails and giving customers accurate information about them.

When you have completed this unit, you will have proved you can:

- 2BS3/10.1 Prepare service area and equipment for serving cocktails
- 2BS3/10.2 Mix and serve cocktails.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For Element 2BS3/10.1 Prepare service area and equipment for serving cocktails		
K1. Safe and hygienic working practices when preparing areas and equipment for making cocktails		
K2. Why it is important to keep preparation areas and equipment hygienic when preparing cocktails		
K3. What safe working practices should be followed when preparing cocktails		
K4. Why it is important to have all ingredients ready before preparing cocktails		
K5. The types of unexpected situations that may happen when preparing areas and equipment to make cocktails		
For Element 2BS3/10.2 Mix and serve cocktails		
K6. Current relevant legislation relating to licensing and weights and measures legislation		
K7. Safe and hygienic working practices when serving cocktails		
K8. Why and to whom any customer incidents should be reported		
K9. How to respond to signs that someone might be under the influence of drugs or buying/selling drugs		
K10. How to deal with violent/disorderly customers		
K11. What procedures to follow in response to people smoking in a no smoking area		
K12. Where and from whom health and safety and food hygiene legislation can be obtained		

Knowledge	Type of evidence	Date
<p>For Element 2BS3/10.2 Mix and serve cocktails</p> <p>K13. Why it is important to offer customers accurate information e.g. about the strength of drinks and their basic characteristics</p> <p>K14. Why it is important to offer customers accurate information about special offers and promotions</p> <p>K15. Why correct information must be provided to customers at all times</p> <p>K16. Why it is important to recognise the names of different cocktails</p> <p>K17. What the different techniques for mixing cocktails are</p> <p>K18. Different measures for the types of cocktails you are making</p> <p>K19. Why it is important to use the correct measures when preparing cocktails</p> <p>K20. When it is permissible to free-pour when making cocktails</p> <p>K21. What legal measures must be used to serve alcohol and why they must be used</p> <p>K22. What the law is in relation to serving underage drinkers and how this affects bar staff</p> <p>K23. What the law is in relation to the times of day/night that alcohol may be served</p> <p>K24. What symptoms indicate that a customer has drunk excessive amounts and what your legal responsibilities are in relation to this</p> <p>K25. Under what circumstances customers must not be served with alcohol</p> <p>K26. The types of unexpected situations that may happen when preparing and serving cocktails and how to deal with these</p>		

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Element 2BS3/10.1

Prepare service area and equipment for serving cocktails

What you must cover

C1 Equipment (at least 5 from)

- a) pourers
- b) blenders
- c) shakers/mixers
- d) stirring equipment
- e) squeezers and strainers
- f) knives and chopping board
- g) glasses/jugs
- h) ice scoops
- i) cocktail list/menu

C2 Ingredients (at least 3 from)

- a) fruit
- b) fruit juices/soft drinks
- c) cream/milk
- d) alcohol

C3 Accompaniments (at least 3 from)

- a) ice
- b) food garnish
- c) salt/sugar
- d) decorative items

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Make sure that work areas are clean, tidy and ready to use									
2. Make sure that cocktail-making equipment is clean and undamaged									
3. Prepare and store cocktail ingredients ready to use									
4. Store cocktail accompaniments ready to use									

Element: 2BS3/10.1 Prepare service area an equipment for serving cocktails

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Equipment									
a) pourers									
b) blenders									
c) shakers/mixers									
d) stirring equipment									
e) squeezers and strainers									
f) knives and chopping board									
g) glasses/jugs									
h) ice scoops									
i) cocktail list/menu									
C2 Ingredients									
a) fruit									
b) fruit juices/soft drinks									
c) cream/milk									
d) alcohol									

Element: 2BS3/10.1 Prepare service area an equipment for serving cocktails

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Accompaniments									
a) ice									
b) food garnish									
c) salt/sugar									
d) decorative items									

Additional evidence (if applicable):

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Element 2BS3/10.2

Mix and serve cocktails

What you must cover

C4 Information (at least 2 from)

- a) price
- b) ingredients
- c) relative strength
- d) measures

C5 Type of cocktail (at least 4 from)

- a) spirit based
- b) non-alcoholic
- c) cream-based cocktail
- d) champagne-based cocktail
- e) gin/vodka-based cocktail
- f) tequila-based cocktail
- g) fruit juice-based cocktail
- h) sour cocktail

C6 Methods (at least 3 from)

- a) shaken
- b) mixed
- c) stirred
- d) blended
- e) built/poured

C7 Accompaniments (at least 2 from)

- a) ice
- b) food garnishes
- c) salt/sugar
- d) decorative items

C8 Equipment (at least 5 from)

- a) pourers
- b) blenders
- c) shakers/mixers
- d) stirring equipment
- e) squeezers and strainers
- f) knives and chopping boards
- g) glasses/jugs
- h) ice scoops

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Identify customer requirements									
6. Provide customers with accurate information about cocktails as required									
7. Promote cocktails to customers at appropriate times									
8. Assemble cocktails using the recommended, measures, techniques, equipment and accompaniments									
9. Finish cocktails and serve them using the recommended equipment and accompaniments									
10. Serve alcoholic cocktails to permitted people only									

Element: 2BS3/10.2 Mix and serve cocktails

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Information									
a) price									
b) ingredients									
c) relative strength									
d) measures									
C5 Type of cocktail									
a) spirit based									
b) non-alcoholic									
c) cream-based cocktail									
d) champagne-based cocktail									
e) gin/vodka-based cocktail									
f) tequila-based cocktail									
g) fruit juice-based cocktail									
h) sour cocktail									

Element: 2BS3/10.2 Mix and serve cocktails

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C6 Methods									
a) shaken									
b) mixed									
c) stirred									
d) blended									
e) built/poured									
C7 Accompaniments									
a) ice									
b) food garnishes									
c) salt/sugar									
d) decorative items									

Element: 2BS3/10.2 Mix and serve cocktails

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C8 Equipment									
a) pourers									
b) blenders									
c) shakers/mixers									
d) stirring equipment									
e) squeezers and strainers									
f) knives and chopping boards									
g) glasses/jugs									
h) ice scoops									

Additional evidence (if applicable):

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Unit 11: Prepare and serve wines

Unit code: 2BS4/10

Unit credit: 5

SCQF Unit level: 5

Introduction

This unit is about preparing for wine service by checking equipment such as trays, corkscrews and ice buckets. It also covers the promotion of wines and taking orders.

Finally it covers presenting wine to the customer and serving it at the correct temperature.

When you have completed this unit, you will have proved you can:

- 2BS4/10.1 Prepare service areas, equipment and stock for wine service
- 2BS4/10.2 Determine customer requirements for wine
- 2BS4/10.3 Present and serve wine.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For Element 2BS4/10.1 Prepare service areas, equipment and stock for wine service</p> <p>K1. Safe and hygienic working practices when preparing service areas, equipment and stock for wine service</p> <p>K2. What equipment is necessary for different types of wine</p> <p>K3. What glassware is necessary for different types of wine</p> <p>K4. What temperatures different types of wine should be stored and maintained at before service</p> <p>K5. What organisational procedures relate to preparing service areas, equipment and stock</p> <p>K6. The types of unexpected situations that may happen when preparing service areas and how to deal with these</p>		
<p>For Element 2BS4/10.2 Determine customer requirements for wine</p> <p>K7. Current relevant legislation relating to trades description and licensing legislation when serving wine</p> <p>K8. How to deal with and report customer incidents</p> <p>K9. The importance of maximising sales through upselling and how to do this</p> <p>K10. How to interpret the wine label information</p> <p>K11. The basic characteristics of the wines available within the establishment</p> <p>K12. How to describe wine characteristics to the customer</p> <p>K13. What factors to consider when providing advice to customers on choice of wine: which wines complement different types of food on the menu, customers' expressed taste, the occasion and organisation's requirements for sales</p>		

Knowledge	Type of evidence	Date
For Element 2BS4/10.2 Determine customer requirements for wine		
K14. What techniques to use to promote wines to customers		
K15. What legal measures can be used to serve wine and which ones are most appropriate to your organisation		
K16. Under what circumstances must customers not be served with alcohol		
K17. What symptoms indicate that a customer has drunk excessive amounts and what are your legal responsibilities in relation to this		
K18. How to refuse to serve customers displaying inappropriate behaviour		
For Element 2BS4/10.3 Present and serve wine		
K19. Safe and hygienic working practices, relevant licensing weights and measures and trades description legislation		
K20. What the various safety procedures involved in opening a bottle of champagne or sparkling wine are		
K21. What the correct procedures for handling glassware are and which glassware is appropriate for use in the service of different types of wine		
K22. What the recommended temperatures for maintaining different types of wine during service are		
K23. What the correct method of service (etiquette) is for white wine, red wine, sparkling wine		
K24. How many measures of wine are obtainable from standard bottles of wine		
K25. The types of unexpected situations that may happen when serving wine and how to deal with these		
K26. What the indicators are when wine is not suitable for drinking		

Additional evidence (if applicable):

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Element 2BS4/10.1

Prepare service areas, equipment and stock for wine service

What you must cover

C1 Service equipment (at least 4 from)

- a) glassware
- b) trays
- c) service cloths/linen
- d) corkscrews/bottle opener
- e) ice buckets/stands
- f) chillers/coolers

C2 Wine (at least 2 from)

- a) red
- b) white/rosé
- c) sparkling/semi-sparkling
- d) dessert

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Make sure there are sufficient stocks of service linen, table items, service equipment and wine lists									
2. Make sure service linen, table items, service equipment and wine lists are clean and ready for use									
3. Make sure there is sufficient wine stock									
4. Make sure the wine stock is free from damage, available for service and stored at the recommended serving temperature									

Element: 2BS4/10.1 Prepare service areas, equipment and stock for wine service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Service equipment									
a) glassware									
b) trays									
c) service cloths/linen									
d) corkscrews/bottle opener									
e) ice buckets/stands									
f) chillers/coolers									
C2 Wine									
a) red									
b) white/rosé									
c) sparkling/semi-sparkling									
d) dessert									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Element 2BS4/10.2

Determine customer requirements for wine

What you must cover

C3 Wine list information (at least 3 from)

- a) name and type of wine
- b) price
- c) style characteristics
- d) country of origin

C4 Customer needs (at least 1 from)

- a) customer taste and style
- b) price
- c) occasion
- d) matching wine to menu items

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Present the wine list to the customer when they are considering their order									
6. Establish an effective rapport with the customer and maintain it throughout the service									
7. Take the opportunity to maximise sales through up-selling in line with current best practice and/or legislation									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
8. Give accurate wine list information to meet the requirements of the customer									
9. Refer customer queries outside your own area of responsibility to the proper person									
10. Take customer orders according to your organisation's procedures									

Element: 2BS4/10.2 Determine customer requirements for wine

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Wine list information									
a) name and type of wine									
b) price									
c) style characteristics									
d) country of origin									
C4 Customer needs									
a) customer taste and style									
b) price									
c) occasion									
d) matching wine to menu items									

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Element 2BS4/10.3

Present and serve wine

What you must cover

C1 Service equipment (at least 4 from)

- a) glassware
- b) trays
- c) service cloths/linen
- d) corkscrews/bottle openers
- e) ice buckets/stands
- f) chillers/coolers

C2 Wine (at least 2 from)

- a) red
- b) white/rosé
- c) sparkling/semi-sparkling
- d) dessert

C5 Style of service (at least 2 from)

- a) by the glass
- b) by the bottle
- c) by the carafe/decanter

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11. Handle the wine and present it to the customer in a style and manner appropriate to the style of service									
12. Open the wine using the appropriate method									
13. Serve the wine at the recommended temperature using the correct service equipment									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
14. Check the wine prior to service									
15. Deal with routine customer queries and comments									
16. Refill customers' wine glasses in line with their requirements and established procedures									

Element: 2BS4/10.3 Present and serve wine

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Service equipment									
a) glassware									
b) trays									
c) service cloths/linen									
d) corkscrews/bottle openers									
e) ice buckets/stands									
f) chillers/coolers									
C2 Wine									
a) red									
b) white/rosé									
c) sparkling/semi-sparkling									
d) dessert									
C5 Style of service									
a) by the glass									
b) by the bottle									
c) by the carafe/decanter									

Additional evidence (if applicable):

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Unit 12: Prepare and serve dispensed and instant hot drinks

Unit code: 2BS7/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about preparing basic equipment such as small dispensing machines, kettles, urns, coffee and tea pots. The unit also covers the preparation and service of hot drinks such as coffee, tea, and hot chocolate.

When you have completed this unit, you will have proved you can:

- 2BS7/10.1 Prepare work area and equipment for service
- 2BS7/10.2 Prepare and serve hot drinks.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For Element 2BS7/10.1 Prepare work area and equipment for service		
K1. Safe and hygienic working practices when preparing and serving hot drinks		
K2. Why drink, ingredients and accompaniments must be available and ready for immediate use		
K3. Why it is important to check for damage in all work areas and service equipment before taking orders		
K4. The types of unexpected situations that may occur when preparing areas and equipment for the preparation of hot drinks and how to deal with these		
For Element 2BS7/10.2 Prepare and serve hot drinks		
K5. Safe and hygienic working practices when preparing and serving hot drinks		
K6. Why information about products given to customers should be accurate		
K7. What the different techniques are for mixing and preparing different types of beverages to customer requirements		
K8. Why and to whom all customer incidents should be reported		
K9. Why and to whom all breakages/spillages must be reported		
K10. Why customers and service areas should be kept clean, tidy and free from rubbish and used equipment		

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
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	<p>P = products of the learner's work</p>	<p>WT = authentic statements/witness testimony</p>
	<p>RA = personal statements and/or reflective accounts</p>	<p>EPW = expert witness testimony</p>
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Element 2BS7/10.1

Prepare work area and equipment for service

What you must cover

C1 Preparation equipment (at least 1 from)

- a) small vending machines
- b) urns/kettles
- c) coffee pots
- d) tea pots

C2 Service equipment (at least 2 from)

- a) cutlery
- b) glassware
- c) crockery
- d) trays

C3 Other equipment (at least 1 from)

- a) dishwashers
- b) fridges/freezers
- c) thermometers

C4 Drinks (at least 2 from)

- a) coffee
- b) hot chocolate
- c) tea

C5 Drink ingredients (at least 3 from)

- a) coffee bags/pods/capsules
- b) pre-ground coffee beans
- c) instant coffee
- d) syrups
- e) chocolate powder
- f) loose tea
- g) tea bags
- h) fruit/herbal tea

C6 Drink accompaniments (at least 2 from)

- a) sugar
- b) milk
- c) dusting/topping powder
- d) cream

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Prepare the preparation, service and other equipment ready for use									
2. Clean the work areas, leaving them tidy and ready for use									
3. Make sure that preparation, service and other equipment are clean and free from damage									
4. Store sufficient drink ingredients and accompaniments ready for use									

Element: 2BS7/10.1 Prepare work area and equipment for service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Preparation equipment									
a) small vending machines									
b) urns/kettles									
c) coffee pots									
d) tea pots									
C2 Service equipment									
a) cutlery									
b) glassware									
c) crockery									
d) trays									
C3 Other equipment									
a) dishwashers									
b) fridges/freezers									
c) thermometers									

Element: 2BS7/10.1 Prepare work area and equipment for service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Drinks									
a) coffee									
b) hot chocolate									
c) tea									
C5 Drink ingredients									
a) coffee bags/pods/capsules									
b) pre-ground coffee beans									
c) instant coffee									
d) syrups									
e) chocolate powder									
f) loose tea									
g) tea bags									
h) fruit/herbal tea									
C6 Drink accompaniments									
a) sugar									

Element: 2BS7/10.1 Prepare work area and equipment for service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
b) milk									
c) dusting/topping powder									
d) cream									

Additional evidence (if applicable):

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Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 2BS7/10.2

Prepare and serve hot drinks

What you must cover

C4 Drinks (at least 2 from)

- a) coffee
- b) hot chocolate
- c) tea

C7 Preparation equipment (at least 1 from)

- a) small vending machines
- b) kettles
- c) urns
- d) coffee pots
- e) tea pots

C2 Service equipment (at least 2 from)

- a) cutlery
- b) glassware
- c) crockery
- d) trays

C5 Drink ingredients (at least 3 from)

- a) coffee bags /pods/capsules
- b) pre-grounded coffee beans
- c) instant coffee
- d) syrups
- e) chocolate powder
- f) loose tea
- g) tea bags
- h) fruit/herbal tea

C6 Drink accompaniments (at least 2 from)

- a) sugar
- b) milk
- c) dusting/topping powder
- d) cream

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Identify customer requirements									
6. Provide customers with accurate information on drinks as required									
7. Promote company drinks to customers at all appropriate times									
8. Make the drinks using the correct equipment and ingredients									
9. Serve the drink in your company style, offering the correct accompaniments									
10. Clean preparation and serving equipment after use and tidy the preparation and serving area									

Element: 2BS7/10.2 Prepare and serve hot drinks

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Drinks									
a) coffee									
b) hot chocolate									
c) tea									
C7 Preparation equipment									
a) small vending machines									
b) kettles									
c) urns									
d) coffee pots									
e) tea pots									
C2 Service equipment									
a) cutlery									
b) glassware									
c) crockery									
d) trays									

Element: 2BS7/10.2 Prepare and serve hot drinks

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C5 Drink ingredients									
a) coffee bags /pods/capsules									
b) pre-grounded coffee beans									
c) instant coffee									
d) syrups									
e) chocolate powder									
f) loose tea									
g) tea bags									
h) fruit/herbal tea									
C6 Drink accompaniments									
a) sugar									
b) milk									
c) dusting/topping powder									
d) cream									

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Unit 13: Prepare and serve hot drinks using specialist equipment

Unit code: 2BS8/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about preparing specialist equipment such as espresso machines, bean grinders and cafétieres. The unit also covers the preparation and service of hot drinks such as coffee, tea, and hot chocolate, and giving customers accurate information about them. Finally the unit covers the maintenance of drink making equipment and checking the level of stocks.

When you have completed this unit, you will have proved you can:

- 2BS8/10.1 Prepare work area and equipment for service
- 2BS8/10.2 Prepare and serve hot drinks.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For Element 2BS8/10.1 Prepare work area and equipment for service		
K1. Safe and hygienic working practices when preparing preparation and service areas K2. Why drink ingredients and accompaniments must be available and ready for immediate use K3. Why it is important to check for damage in all work areas and service equipment before taking orders K4. The types of unexpected situations that may occur when preparing preparation and service areas and how to deal with these		
For Element 2BS8/10.2 Prepare and serve hot drinks		
K5. Safe and hygienic working practices when preparing and serving hot drinks K6. Why information about products given to customers should be accurate K7. What the different techniques for mixing and preparing different types of beverages to customer requirements are K8. Why and to whom all customer incidents should be reported K9. How to deal safely with breakages and spillages K10. Why and to whom all breakages/spillages must be reported K11. Why customer and service areas should be kept clean, tidy and free from rubbish and used equipment		

Knowledge	Type of evidence	Date
<p>For Element 2BS8/10.2 Prepare and serve hot drinks</p> <p>K12. The types of unexpected situations that may occur when preparing and serving hot drinks and how to deal with these</p> <p>K13. Safe and hygienic working practices when maintaining hot drink making equipment</p> <p>K14. Why a constant level of stock must be maintained</p> <p>K15. To whom any stock deficiencies should be reported</p> <p>K16. How to use cleaning materials correctly</p> <p>K17. The dangers of misusing cleaning equipment</p> <p>K18. What tests should be carried out after cleaning preparation equipment</p> <p>K19. The types of unexpected situations that may occur when maintaining hot drinks equipment and how to deal with these</p>		

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
	<p>Q&A = outcomes from oral or written questioning</p>	<p>A = assignment, project/case studies</p>
	<p>P = products of the learner's work</p>	<p>WT = authentic statements/witness testimony</p>
	<p>RA = personal statements and/or reflective accounts</p>	<p>EPW = expert witness testimony</p>
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Element 2BS8/10.1

Prepare work area and equipment for service

What you must cover

C1 Preparation equipment (at least 4 from element 1)

- a) espresso machine
- b) cream whipper
- c) knock out box
- d) bean grinders
- e) filter system
- f) caf tiere
- g) blender
- h) steamer
- i) urn

C2 Service Equipment (at least 2 from)

- a) cutlery
- b) glassware
- c) crockery
- d) trays

C3 Other equipment (at least 2 from)

- a) dishwashers
- b) fridges/freezers
- c) thermometers
- d) temperature records

C4 Promotional and display material (at least 1 from)

- a) menus
- b) leaflets
- c) posters

C5 Drinks (at least 3 from)

- a) coffee
- b) hot chocolate
- c) tea
- d) steamed milk drinks
- e) iced drinks

C6 Drink ingredients (at least 5 from)

- a) freshly ground coffee beans
- b) pre-ground coffee beans
- c) syrups
- d) chocolate powder
- e) milk
- f) ice cream
- g) spray cream
- h) tea
- i) ice

C7 Drink accompaniments (at least 2 from)

- a) sugar
- b) dusting/topping powder
- c) cream

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Make sure that preparation, service and other equipment is clean, free from damage and ready for service									
2. Clean the work areas, leaving them tidy and ready for use									
3. Arrange promotional and display materials correctly									
4. Store sufficient drink ingredients and accompaniments ready for use									

Element: 2BS8/10.1 Prepare work area and equipment for service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Preparation equipment									
a) espresso machine									
b) cream whipper									
c) knock out box									
d) bean grinders									
e) filter system									
f) cafetière									
g) blender									
h) steamer									
i) urn									
C2 Service Equipment									
a) cutlery									
b) glassware									
c) crockery									
d) trays									

Element: 2BS8/10.1 Prepare work area and equipment for service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Other equipment									
a) dishwashers									
b) fridges/freezers									
c) thermometers									
d) temperature records									
C4 Promotional and display material									
a) menus									
b) leaflets									
c) posters									
C5 Drinks									
a) coffee									
b) hot chocolate									
c) tea									
d) steamed milk drinks									
e) iced drinks									

Element: 2BS8/10.1 Prepare work area and equipment for service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C6 Drink ingredients									
a) freshly ground coffee beans									
b) pre-ground coffee beans									
c) syrups									
d) chocolate powder									
e) milk									
f) ice cream									
g) spray cream									
h) tea									
i) ice									
C7 Drink accompaniments									
a) sugar									
b) dusting/topping powder									
c) cream									

Additional evidence (if applicable):

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Element 2BS8/10.2

Prepare and serve hot drinks

What you must cover

C8 Information (at least 1 from)

- a) price
- b) relative strength
- c) ingredients
- d) origin of drink

C5 Drinks (at least 3 from)

- a) coffee
- b) hot chocolate
- c) tea
- d) steamed milk drinks
- e) iced drinks (e.g. frappé/iced tea)

C1 Preparation equipment (at least 3 from)

- a) espresso machine
- b) cream whipper
- c) knock out box
- d) bean grinders
- e) filter system
- f) cafetière
- g) blender
- h) steamer
- i) urn

C2 Service Equipment (at least 2 from)

- a) cutlery
- b) glassware
- c) crockery
- d) trays

C6 Drink ingredients (at least 5 from)

- a) freshly ground coffee beans
- b) pre-ground coffee beans
- c) syrups
- d) chocolate powder
- e) milk
- f) ice cream
- g) spray cream

h) tea

i) ice

C7 Drink accompaniments (at least 2 from)

a) sugar

b) dusting/topping powder

c) cream

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Identify customer requirements									
6. Provide customers with accurate information on drinks as required									
7. Take opportunities to maximise sales through up-selling									
8. Make the drinks using the recommended equipment and ingredients									
9. Serve the drink in our company style, offering appropriate accompaniments									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
10. Clean and maintain preparation and service equipment									
11. Maintain stocks of drink ingredients and accompaniments									

Element: 2BS8/10.2 Prepare and serve hot drinks

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C8 Information									
a) price									
b) relative strength									
c) ingredients									
d) origin of drink									
C5 Drinks									
a) coffee									
b) hot chocolate									
c) tea									
d) steamed milk drinks									
e) iced drinks (e.g. frappé/iced tea)									

Element: 2BS8/10.2 Prepare and serve hot drinks

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Preparation equipment									
a) espresso machine									
b) cream whipper									
c) knock out box									
d) bean grinders									
e) filter system									
f) cafetière									
g) blender									
h) steamer									
i) urn									
C2 Service Equipment									
a) cutlery									
b) glassware									
c) crockery									
d) trays									

Element: 2BS8/10.2 Prepare and serve hot drinks

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C6 Drink ingredients									
a) freshly ground coffee beans									
b) pre-ground coffee beans									
c) syrups									
d) chocolate powder									
e) milk									
f) ice cream									
g) spray cream									
h) tea									
i) ice									
C7 Drink accompaniments									
a) sugar									
b) dusting/topping powder									
c) cream									

Additional evidence (if applicable):

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Unit 14: Prepare and clear areas for counter/takeaway service

Unit code: 1FS3/10

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about preparing work areas and service equipment, and displaying promotional materials and food properly. It also covers clearing these areas, including switching off service equipment, storing condiments, and disposing of rubbish.

When you have completed this unit, you will have proved you can:

- 1FS3/10.1 Prepare areas for counter/takeaway service
- 1FS3/10.2 Clear areas for counter/takeaway service.

What some of the words in this unit mean

Crockery

Disposable and non-disposable

Cutlery

Disposable and non-disposable

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For Element 1FS3/10.1 Prepare areas for counter/takeaway service</p> <p>K1. Safe and hygienic working practices when preparing take-away areas for counter/take-away service and why these are important</p> <p>K2. Why waste must be handled and disposed of correctly</p> <p>K3. Why presentation standards must be maintained in the display of food</p> <p>K4. How to display hot and cold food safely and why this is important</p> <p>K5. Why it is important to check expiry dates on appropriate food and drink items</p> <p>K6. Why all promotional material should be checked before use</p> <p>K7. Why it is important to have the correct serving equipment available for service</p> <p>K8. The types of unexpected situations that may occur when preparing areas and how to deal with these</p>		
<p>For Element 1FS3/10.2 Clear areas for counter/take-away service</p> <p>K9. Safe and hygienic working practices when clearing areas for counter/take-away and why these are important</p> <p>K10. Why certain electrical and gas equipment should be turned off after service</p> <p>K11. Why waste must be handled and disposed of correctly</p> <p>K12. Why all perishable food and drink items should be returned to the kitchen and storage area immediately after service</p> <p>K13. Why all service areas should be left clean after service</p> <p>K14. The types of unexpected situations that may occur when clearing areas and how to deal with these</p>		

Additional evidence (if applicable):

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Element 1FS3/10.1

Prepare areas for counter/takeaway service

What you must cover

C1 Work area (at least 2 from)

- a) serving area
- b) seated area
- c) waiting area

C2 Service equipment (at least 2 from)

- a) display units
- b) heated units
- c) refrigerated units
- d) beverage equipment

C3 Service items (at least 4 from)

- a) trays
- b) straws
- c) service utensils
- d) food containers
- e) take-away food packaging
- f) disposable serviettes
- g) crockery
- h) cutlery

C4 Condiments and accompaniments (at least 1 from)

- a) seasonings
- b) sugars and sweeteners
- c) prepared sauces and dressings

C5 Promotional materials (at least 1 from)

- a) menus
- b) posters
- c) black/white board
- d) illustrated menus board
- e) promotional materials showing special offers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Check that the work area and service equipment are hygienic, free from damage and prepared ready for use									
2. Check that sufficient stocks of service items are clean, free from damage and arranged ready for service									
3. Switch on appropriate service equipment in time to reach the recommended operating temperature									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4. Where appropriate, prepare and display condiments and accompaniments ready for service									
5. Display promotional materials ready for customer use									
6. Check that refuse and waste food containers are clean and ready for use									
7. Display food immediately before service, in line with operational procedures									

Element: 1FS3/10.1 Prepare areas for counter/takeaway service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Work area									
a) serving area									
b) seated area									
c) waiting area									
C2 Service equipment									
a) display units									
b) heated units									
c) refrigerated units									
d) beverage equipment									
C3 Service items									
a) trays									
b) straws									
c) service utensils									
d) food containers									
e) take-away food packaging									
f) disposable serviettes									

Element: 1FS3/10.1 Prepare areas for counter/takeaway service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
g) crockery									
h) cutlery									
C4 Condiments and accompaniments									
a) seasonings									
b) sugars and sweeteners									
c) prepared sauces and dressings									
C5 Promotional materials									
a) menus									
b) posters									
c) black/white board									
d) illustrated menus board									
e) promotional materials showing special offers									

Additional evidence (if applicable):

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Element 1FS3/10.2

Clear areas for counter/take-away service

What you must cover

C1 Work area (at least 2 from)

- a) serving area
- b) seated area
- c) waiting area

C2 Service equipment (at least 2 from)

- a) display units
- b) heated units
- c) refrigerated units
- d) beverage equipment

C6 Re-usable service items (at least 2 from)

- a) trays
- b) service utensils
- c) food containers
- d) crockery
- e) cutlery

C4 Condiments and accompaniments (at least 1 from)

- a) seasonings
- b) sugars and sweeteners
- c) prepared sauces and dressings

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
8. Deal with service equipment according to your workplace procedures									
9. Assemble for cleaning or store any reusable service items from the food service									
10. Where appropriate, store condiments and accompaniments for future use in line with food hygiene legislation									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11. Dispose of rubbish, used disposables and waste food following recommended procedures									
12. Check that the work area and service equipment are clean, free from damage and ready for future use									

Element: 1FS3/10.2 Clear areas for counter take-away service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Work area									
a) serving area									
b) seated area									
c) waiting area									
C2 Service equipment									
a) display units									
b) heated units									
c) refrigerated units									
d) beverage equipment									
C4 Condiments and accompaniments									
a) seasonings									
b) sugars and sweeteners									
c) prepared sauces and dressings									

Element: 1FS3/10.2 Clear areas for counter take-away service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C6 Re-usable service items									
a) trays									
b) service utensils									
c) food containers									
d) crockery									
e) cutlery									

Additional evidence (if applicable):

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Unit 15: Prepare and clear areas for table service

Unit code: 2FS1/10

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about preparing areas and equipment for table service by checking stock levels and ensuring waste food containers are ready for use. It also covers preparing customer and dining areas; including laying up the tables and checking that condiments are ready for use. Finally, the unit covers clearing areas after service, e.g. stacking cutlery for cleaning and checking that service equipment such as hot plates are clean and turned off.

When you have completed this unit, you will have proved you can:

- 2FS1/10.1 Prepare service areas and equipment for table service
- 2FS1/10.2 Prepare customer and dining areas for table service
- 2FS1/10.3 Clear dining and service areas after table service.

What some of the words in this unit mean

Full place settings for a la carte menu

Cutlery brought out suitable to the food ordered

Full place settings for table d'hôte menu

All the cutlery already on the table

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For Element 2FS1/10.1 Prepare service areas and equipment for table service</p> <p>K1. Safe and hygienic working practices when preparing service areas and equipment for table service</p> <p>K2. Why a constant stock of food service items has to be maintained</p> <p>K3. Why it is important to check expiry dates on items and how to do so</p> <p>K4. Your organisation's procedures for storage and stock rotation</p> <p>K5. Why service equipment should be turned on before service</p> <p>K6. Why waste must be handled and disposed of correctly</p> <p>K7. Where and from whom health and safety and food hygiene information can be obtained</p> <p>K8. The types of unexpected situations that may occur when you are preparing service areas and equipment and how to deal with these</p>		
<p>For Element 2FS1/10.2 Prepare customer and dining areas for table service</p> <p>K9. Safe and hygienic working practices when preparing customer dining areas</p> <p>K10. Why it is essential to check table linen and table items before service</p> <p>K11. Why menus should be checked before use</p> <p>K12. Why heating/air conditioning/ventilation and lighting should be checked before use when preparing customer dining areas for table service</p> <p>K13. The types of unexpected situations that may occur when you are preparing customer dining areas and how to deal with these</p>		

Knowledge	Type of evidence	Date
<p>For Element 2FS1/10.3 Clear dining and service areas after table service</p> <p>K14. Safe and hygienic working practices when clearing dining and service areas</p> <p>K15. Why all dining and service areas should be left clean after service</p> <p>K16. Why certain electrical equipment should be turned off after service</p> <p>K17. Why waste must be handled and disposed of correctly</p> <p>K18. How to dispose of broken glass and crockery safely</p> <p>K19. The security procedures you should follow</p> <p>K20. The types of unexpected situations that may occur when you are clearing dining and service areas and how to deal with these</p>		

Additional evidence (if applicable):

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Element 2FS1/10.1

Prepare service areas and equipment for table service

What you must cover

C1 Service operation (at least 1 from)

- a) restaurant table service
- b) function service

C2 Service equipment (at least 4 from)

- a) service cutlery/silverware
- b) glassware
- c) service dishes/flats
- d) refrigerated units
- e) hot/cold beverage service containers
- f) trays/trolleys
- g) sideboards/side tables/service station

C3 Condiments and accompaniments (at least 1 from)

- a) dry seasonings/flavourings
- b) mustards, sauces and salad dressings
- c) prepared bread items

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Check that service areas are hygienic, undamaged and ready to use in line with the service operation									
2. Check that service equipment is clean, undamaged, positioned ready to use and turned on where appropriate									
3. Check that there are sufficient stocks of table service linen, table items and menus stored in line with service operation									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4. Prepare condiments and accompaniments ready for service and store them in line with food hygiene regulations									
5. Check refuse and waste food containers are clean and ready for use									

Element: 1FS1/10.1 Prepare areas for and equipment for table service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Service operation									
a) restaurant table service									
b) function service									
C2 Service equipment									
a) service cutlery/silverware									
b) glassware									
c) service dishes/flats									
d) refrigerated units									
e) hot/cold beverage service containers									
f) trays/trolleys									
g) sideboards/side tables/service station									

Element: 1FS1/10.1 Prepare areas for and equipment for table service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Condiments and accompaniments									
a) dry seasonings/ flavourings									
b) mustards, sauces and salad dressings									
c) prepared bread items									

Additional evidence (if applicable):

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Element 2FS1/10.2

Prepare customer and dining areas for table service

What you must cover

C4 Table items (at least 4 from)

- a) crockery
- b) cutlery/silverware
- c) glassware
- d) menus/menu folders
- e) table decorations
- f) condiments and accompaniments
- g) napkins and table coverings

C5 Service operation (at least 1 from)

- a) restaurant table service
- b) function service

C6 Cover lay-up (at least 1 from)

- a) full place settings for a la carte menu
- b) full place settings for table d'hôte menu
- c) full place settings for functions

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Check dining furniture, table linen and table items are clean and undamaged									
7. Arrange restaurant furniture according to the food service operation									
8. Lay up tables according to cover lay up									
9. Check the menus and ensure that they contain accurate information and are ready for customer use									
10. Check that condiment containers are clean, full and ready for customers to use									

Element: 2FS3/10.1 Prepare areas for counter/takeaway service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C4 Table items									
a) crockery									
b) cutlery/silverware									
c) glassware									
d) menus/menu folders									
e) table decorations									
f) condiments and accompaniments									
g) napkins and table coverings									
C6 Cover lay-up									
a) full place settings for a la carte menu									
b) full place settings for table d'hôte menu									
c) full place settings for functions									

Element: 2FS3/10.1 Prepare areas for counter/takeaway service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C5 Service operation									
a) restaurant table service									
b) function service									

Additional evidence (if applicable):

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Element 2FS1/10.3

Clear dining and service areas after table service

What you must cover

C7 Table items (at least 4 from)

- a) cutlery/silverware
- b) glassware
- c) menus/menu holders
- d) table decorations
- e) condiments and accompaniments
- f) napkins and table coverings

C8 Food service areas (at least 2 from)

- a) customer dining areas
- b) sideboards/side tables/trolleys
- c) service preparation areas

C9 Service equipment (at least 3 from)

- a) hot plates/plates
- b) warmers
- c) refrigerated units
- d) hot/cold beverage service containers
- e) trays/trolleys
- f) sideboards/side tables/service station

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11. Arrange table items used in food service area for cleaning or store them as required									
12. Prepare service and table linen for dispatch to laundry or clean down and remove disposable items									
13. Store food items and accompaniments for future use in line with food hygiene regulations									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
14. Dispose of rubbish and waste food correctly									
15. Make sure that service equipment is clean and turned off or stored									
16. Leave dining and food service areas tidy and ready for cleaning									

Element: 2FS1/10.2 Prepare customer and dining areas for table service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C7 Table items									
a) cutlery/silverware									
b) glassware									
c) menus/menu holders									
d) table decorations									
e) condiments and accompaniments									
f) napkins and table coverings									
C8 Food service areas									
a) customer dining areas									
b) sideboards/side tables/trolleys									
c) service preparation areas									

Element: 2FS1/10.2 Prepare customer and dining areas for table service

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C9 Service equipment									
a) hot plates/plates									
b) warmers									
c) refrigerated units									
d) hot/cold beverage service containers									
e) trays/trolleys									
f) sideboards/side tables/service station									

Additional evidence (if applicable):

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Unit 16: Prepare and clear the bar area

Unit code: 2BS1/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about preparing stock and equipment in the bar area before service and clearing down. It also covers clearing and storing glassware, and dealing with broken glass.

When you have completed this unit, you will have proved you can:

- 2BS1/10.1 Prepare customer and service areas
- 2BS1/10.2 Clear customer and service areas
- 2BS1/10.3 Clean and store glassware.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For Element 2BS1/10.1 Prepare customer and service areas</p> <p>K1. Safe and hygienic working practices when preparing customer and service areas</p> <p>K2. Why and to whom breakages should be reported</p> <p>K3. Why it is essential to check the expiry dates on stock items</p> <p>K4. Why refrigeration units should be maintained at the correct temperature</p> <p>K5. Why correct storage and rotation procedures should be followed</p> <p>K6. Why service areas must be secured from unauthorised access at all times</p> <p>K7. Why maintenance should not be attempted on electrical equipment</p> <p>K8. Why a constant stock of drinks and accompaniments must be maintained</p> <p>K9. Why stocks of drinks must be rotated</p> <p>K10. The types of unexpected situations that may occur when you are preparing the bar area and how to deal with these</p>		
<p>For Element 2BS1/10.2 Clear customer and service areas</p> <p>K11. Safe and hygienic working practices when clearing customer and service areas</p> <p>K12. Why service areas should be left tidy and free from rubbish after service</p> <p>K13. Why waste must be handled and stored correctly</p> <p>K14. Why certain electrical equipment must be turned off after service</p> <p>K15. Why maintenance must not be attempted on electrical equipment</p> <p>K16. Why customer service areas must be secured from unauthorised access after service</p> <p>K17. Why spillages and breakages must be reported to the appropriate person</p> <p>K18. Why correct storage procedures must be followed for food and drink stocks</p> <p>K19. The types of unexpected situations that may occur when you are clearing the bar area and how to deal with these</p>		

Knowledge	Type of evidence	Date
<p>For Element 2BS1/10.3 Clean and store glassware</p> <p>K20. Safe and hygienic working practices when handling glassware, cleaning equipment and materials</p> <p>K21. Why glassware should be handled carefully</p> <p>K22. Why glassware should be cleaned at the correct temperature</p> <p>K23. What the proper procedure is for disposing of broken glass</p> <p>K24. How to maintain glass washing equipment</p> <p>K25. The types of unexpected situations that may occur when you are handling and cleaning glassware and how to deal with these</p>		

Additional evidence (if applicable):

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Element 2BS1/10.1

Prepare customer and service areas

What you must cover

C1 Stocks for drinks service (at least 3 from)

- a) bottled soft/alcoholic drinks
- b) draught soft/alcoholic drinks
- c) soft/alcoholic drinks served by optics
- d) soft/alcoholic drinks free poured with measure and pourer
- e) hot drinks

C2 Drink accompaniments (at least 2 from)

- a) ice
- b) food garnishes for drinks
- c) accompaniments for hot drinks
- d) decorative items for drinks

C3 Service equipment (at least 4 from)

- a) bottle openers/cork screws
- b) optics, measures/pourers
- c) glassware
- d) drip trays and drip mats
- e) ice buckets and tongs
- f) knives and chopping boards
- g) coasters and drink mats

C4 Electrical equipment (at least 1 from)

- a) refrigerated units
- b) ice machine

C5 Service areas (at least 3 from)

- a) counters and shelves
- b) waste bins/bottle containers
- c) floors
- d) tables and chairs

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Check stocks for drinks service, restocking and rotating them in line with workplace procedures									
2. Prepare and store the drink accompaniments, ready for service									
3. Make sure that service and electrical equipment is clean, free from damage and displayed as required									
4. Make sure that menus and promotional material are accurate, clean, free from damage and displayed as required									
5. Make sure service areas are clean, tidy and ready for service									

Element: 2BS1/10.1 Prepare customer and service areas

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Stocks for drinks service									
a) bottled soft/alcoholic drinks									
b) draught soft/alcoholic drinks									
c) soft/alcoholic drinks served by optics									
d) soft/alcoholic drinks free poured with measure and pourer									
e) hot drinks									
C2 Drink accompaniments									
a) ice									
b) food garnishes for drinks									
c) accompaniments for hot drinks									
d) decorative items for drinks									

Element: 2BS1/10.1 Prepare customer and service areas

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Service equipment									
a) bottle openers/cork screws									
b) optics, measures/pourers									
c) glassware									
d) drip trays and drip mats									
e) ice buckets and tongs									
f) knives and chopping boards									
g) coasters and drink mats									
C4 Electrical equipment									
a) refrigerated units									
b) ice machine									

Element: 2BS1/10.1 Prepare customer and service areas

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C5 Service areas									
a) counters and shelves									
b) waste bins/bottle containers									
c) floors									
d) tables and chairs									

Additional evidence (if applicable):

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Element 2BS1/10.2

Clear customer and service areas

What you must cover

C1 Stocks for drinks service (at least 3 from)

- a) bottled soft/alcoholic drinks
- b) draught soft/alcoholic drinks
- c) soft/alcoholic drinks served by optics
- d) soft/alcoholic drinks free poured with measure and pourer
- e) hot drinks

C2 Drink accompaniments (at least 2 from)

- a) ice
- b) food garnishes for drinks
- c) accompaniments for hot drinks
- d) decorative items for drinks

C3 Service equipment (at least 4 from)

- a) bottle openers/cork screws
- b) optics, measures/pourers
- c) glassware
- d) drip trays and drip mats
- e) ice buckets and tongs
- f) knives and chopping boards
- g) coasters and drink mats

C4 Electrical equipment (at least 1 from)

- a) refrigerated units
- b) ice machine

C5 Service areas (at least 3 from)

- a) counters and shelves
- b) waste bins/bottle containers
- c) floors
- d) tables and chairs

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Store, restock, or dispose of drink stocks and drink accompaniments, in line with workplace procedures									
7. Ensure that service equipment is clean and stored as required									
8. Make sure electrical equipment and machines are left in the correct condition									
9. Ensure that customer and service areas are tidy, free from rubbish and ready for cleaning									

Element: 2BS1/10.2 Clear customer and service areas

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Stocks for drinks service									
a) bottled soft/alcoholic drinks									
b) draught soft/alcoholic drinks									
c) soft/alcoholic drinks served by optics									
d) soft/alcoholic drinks free poured with measure and pourer									
e) hot drinks									
C2 Drink accompaniments									
a) ice									
b) food garnishes for drinks									
c) accompaniments for hot drinks									
d) decorative items for drinks									

Element: 2BS1/10.2 Clear customer and service areas

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Service equipment									
a) bottle openers/cork screws									
b) optics, measures/pourers									
c) glassware									
d) drip trays and drip mats									
e) ice buckets and tongs									
f) knives and chopping boards									
g) coasters and drink mats									
C4 Electrical equipment									
a) refrigerated units									
b) ice machine									

Element: 2BS1/10.2 Clear customer and service areas

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C5 Service areas									
a) counters and shelves									
b) waste bins/bottle containers									
c) floors									
d) tables and chairs									

Additional evidence (if applicable):

	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Element 2BS1/10.3

Clean and store glassware

What you must cover

C6 Glassware (at least 1 from)

- a) glasses
- b) water jugs

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
10. Empty glassware and position it ready for cleaning									
11. Check that cleaning equipment or machinery is clean, safe, free from damage and ready for use									
12. Clean glassware at the recommended temperature using an appropriate cleaning method									
13. Check that finished glassware is clean, dry and free from damage									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
14. Dispose of damaged or broken glassware following recommended procedures									
15. Dispose of waste or dirty water following recommended procedures									
16. Check that cleaning equipment or machines are left clean, dry, undamaged and ready for future use									
17. Keep storage areas clean, tidy and free from rubbish									

Element: 2BS1/10.3 Clean and store glassware

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C6 Glassware									
a) glasses									
b) water jugs									

Additional evidence (if applicable):

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	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

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Countersigning internal verifier (if applicable): _____ Date: _____

Unit 17: Maintain cellars and kegs

Unit code: 2BS5/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about keeping cellars clean, ensuring that equipment such as refrigeration units are in working order, and that conditions are correct. The unit also covers connecting and disconnecting kegs and gas cylinders and checking to see that they are functioning properly.

When you have completed this unit, you will have proved you can:

- 2BS5/10.1 Maintain cellars
- 2BS5/10.2 Prepare kegs and gas for use.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For Element 2BS5/10.1 Maintain cellars		
K1. Safe and hygienic working practices when maintaining cellars		
K2. Why there are specific security procedures for going in and out of the cellar		
K3. Why cellars should be secured against unauthorised access at all times		
K4. Why the cellar should be kept clean and tidy at all times		
K5. Why the cellar must be kept at a recommended temperature and what this temperature should be		
K6. The types of unexpected situations that may happen when maintaining cellars and how to deal with these		
For Element 2BS5/10.2 Prepare kegs and gas for use		
K7. Safe and hygienic working practices when preparing kegs and gas cylinders for use		
K8. What are the risks of mishandling kegs and gas cylinders		
K9. Why the correct and safe lifting techniques must be used		
K10. Why the gas cylinder for use must be chained or strapped to the wall		
K11. Why and to whom any sign of damage to kegs/cylinders must be reported		
K12. Why it is essential to turn off the gas supply before disconnecting the keg		
K13. What the safety considerations are in dealing with mixed gases		
For Element 2BS5/10.2 Prepare kegs and gas for use		
K14. What your organisation's procedure is in the event of an emergency		
K15. How to determine if kegs/cylinders are leaking		
K16. Why it is important to check date stamps on stock		
K17. How to tell if stock is out of condition		
K18. The types of unexpected situations that may happen when preparing kegs and gas cylinders and how to deal with these		

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
	<p>Q&A = outcomes from oral or written questioning</p>	<p>A = assignment, project/case studies</p>
	<p>P = products of the learner's work</p>	<p>WT = authentic statements/witness testimony</p>
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Element 2BS5/10.1

Maintain cellars

What you must cover

C1 Equipment (at least 2 from)

- a) racks/shelves/cradles
- b) refrigeration/cooling units
- c) environmental conditions
- d) cleaning systems
- e) equipment to control

C2 Environmental conditions (All from)

- a) humidity
- b) ventilation
- c) lighting
- d) temperature

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Make sure that cellar surfaces are free from dirt, rubbish, spillages and mould									
2. Make sure that the floors are clean and that drains, gullies and sumps are free from blockages									
3. Make sure that cellar equipment is clean and in good working order									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4. Use the recommended cleaning equipment and materials and store them correctly after use									
5. Maintain cellar environmental conditions in line with service operations									
6. Secure the cellar against unauthorised access									

Element: 2BS5/10.1 Maintain cellars

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Equipment									
a) racks/shelves/cradles									
b) refrigeration/cooling units									
c) environmental conditions									
d) cleaning systems									
e) equipment to control									
C2 Environmental conditions									
a) humidity									
b) ventilation									
c) lighting									
d) temperature									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Element 2BS5/10.2

Prepare kegs and gas for use

What you must cover

C3 Keg or gas cylinders (at least 3 from)

- a) beer
- b) cider
- c) lager
- d) real ales
- e) carbon dioxide/mixed gas cylinders
- f) bulk gas

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
7. Position the full keg or gas cylinder for convenience at the appropriate time									
8. Disconnect the empty keg or gas cylinder using the recommended method									
9. Check that the new keg or gas cylinder contains the correct product and shows the correct date									
10. Connect the new keg or gas cylinder using the recommended method									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11. Check that the new keg or gas cylinder is working properly									
12. Store used keg or gas cylinder ready for dispatch									
13. Deal with leakages in keg or gas cylinders effectively and inform the proper person where necessary									

Element: 2BS5/10.2 Prepare kegs and gas for use

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C3 Keg or gas cylinders									
a) beer									
b) cider									
c) lager									
d) real ales									
e) carbon dioxide/mixed gas cylinders									
f) bulk gas									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Unit 18:	Clean drink dispense lines
Unit code:	2BS6/10
Unit credit:	3
SCQF Unit level:	5

Introduction

This unit is about using cleaning agents that are correctly diluted to clean pipes and taps, and checking that drink dispense lines are free from damage and in working order.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1. Current legislation regarding safe and hygienic working practices when cleaning drink dispense lines</p> <p>K2. Why it is important to clean drink dispense lines</p> <p>K3. What the dangers are of mishandling kegs and gas cylinders</p> <p>K4. What the health and safety issues are when working with line cleaning chemicals</p> <p>K5. Why it is important to make sure cleaning agents are correctly diluted</p> <p>K6. What equipment you need to clean drink dispense lines</p> <p>K7. Why on-line beverages should be tested after cleaning pipes and lines</p> <p>K8. Why lines should be thoroughly rinsed with clean water after cleaning and before use</p> <p>K9. What your organisation's procedures are for cleaning and maintaining post-mix dispense systems</p> <p>K10. The types of unexpected situations that may happen when cleaning lines and how to deal with these</p>		

Additional evidence (if applicable):

	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Element 2BS6/10

Clean drink dispense lines

What you must cover

C1 Drink dispense lines (all to be observed)

a) beer/stout/lager/cider dispense lines

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Prepare the drink dispense line system ready for cleaning									
2. Measure the line cleaning solution and draw through in line with operational procedures and health and safety requirements									
3. Soak and clean the drink dispense line correctly in line with operational procedures									
4. Flush the drink dispense lines with water and make sure that cleaned pipes and taps are free from debris, detergent and water									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Make sure the cleaned drink dispense line system is free from damage and in good working order									
6. Pull the drink through and ensure that it is of the correct quality for service									
7. Return all equipment and ensure the cellar and bar are clean and tidy									

Element: 2BS6/10 Clean drink dispense lines

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Drink dispense lines									
a) beer/stout/lager/cider dispense lines									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Unit 19: Receive, store and issue drinks stock

Unit code: 2BS9/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about preparing for and checking drinks deliveries, filling in any necessary documents and safely transporting deliveries to storage areas. The unit also covers ongoing monitoring of the storage conditions and levels of stock.

When you have completed this unit, you will have proved you can:

- 2BS9/10.1 Receive drinks deliveries
- 2BS9/10.2 Store and issue drinks stock.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For Element 2BS9/10.1 Receive drinks deliveries</p> <p>K1. Safe and hygienic working practices when receiving drink deliveries</p> <p>K2. Why receiving areas should be secured from unauthorised access</p> <p>K3. Why and to whom breakages should be reported</p> <p>K4. Where and from whom health and safety information can be obtained</p> <p>K5. Why deliveries should tally with both order and delivery documentation</p> <p>K6. What documentation must be retained for records</p> <p>K7. The types of unexpected situations that may occur when receiving drinks stock and how to deal with these</p>		
<p>For Element 2BS9/10.2 Store and issue drinks stock</p> <p>K8. Safe and hygienic working practices when storing and issuing drinks</p> <p>K9. Why storage areas should be secured from unauthorised access at all times</p> <p>K10. Why correct storage and rotation procedures should be followed</p> <p>K11. Why broken bottles should be retained</p> <p>K12. Why correct and safe lifting techniques must be used</p> <p>K13. Why stock should be stacked correctly</p> <p>K14. Why a minimum stock of drink items must be maintained</p> <p>K15. To whom low levels of stock should be reported and why</p> <p>K16. Why the correct documentation must be received before stock is issued</p> <p>K17. The types of unexpected situations that may occur when storing drinks stock and how to deal with these</p>		

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
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Element 2BS9/10.1

Receive drinks deliveries

What you must cover

C1 Deliveries (at least 4 from)

- a) crated bottled drinks
- b) boxed bottled drinks
- c) beer kegs
- d) gas cylinders
- e) bar equipment
- f) glasses

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Prepare receiving and storage areas for deliveries									
2. Make sure that drink deliveries tally with documentation									
3. Make sure that all goods received are undamaged, of good quality and do not exceed their expiry dates									
4. Make sure that goods remain undamaged during transportation to the storage areas									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Keep receiving areas clean, tidy, free from rubbish and secured against unauthorised access									
6. Complete delivery documentation accurately and retain a copy for your organisation's records									

Element: 2BS9/10.1 Receive drinks deliveries

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Deliveries									
a) crated bottled drinks									
b) boxed bottled drinks									
c) beer kegs									
d) gas cylinders									
e) bar equipment									
f) glasses									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Element 2BS9/10.2

Store and issue drinks stock

What you must cover

C2 Storage conditions (at least 4 from)

- a) lighting
- b) ventilation
- c) temperature
- d) cleanliness

C3 Drink items (at least 3 from)

- a) crated bottled drinks
- b) boxed bottled drinks
- c) bottled wines
- d) bottled spirits
- e) keg beers
- f) cask beers

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
7. Maintain stock storage conditions and follow stock rotation procedures correctly									
8. Maintain accurate records of drink items that have been received, stored and issued									
9. Issue drink items in line with operational requirements									
10. Report low stock levels to the proper person									
11. Keep storage areas clean, tidy, free from rubbish and secured against unauthorised access									

Element: 2BS9/10.2 Store and issue drinks stock

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C2 Storage conditions									
a) lighting									
b) ventilation									
c) temperature									
d) cleanliness									
C3 Drink items									
a) crated bottled drinks									
b) boxed bottled drinks									
c) bottled wines									
d) bottled spirits									
e) keg beers									
f) cask beers									

Additional evidence (if applicable):

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Unit 20: Resolve customer service problems

Unit code: 2GEN5/10

Unit credit: 6

SCQF Unit level: 5

Introduction

This unit is about the effective handling of customer service problems. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

It is sometimes difficult to meet customer expectations. Even if the service you give is excellent, some customers experience problems. Part of your job is to help to resolve those problems. There is likely to be a problem if customer expectations are not met.

This may be because your customer's expectations involve more than you can offer or because your service procedures have not been followed. Some problems are reported by customers and sometimes you spot the problem first and resolve it before your customer has even noticed. As soon as you are aware of a problem, you need to consider the options and then choose a way to put it right. This unit is particularly important in customer service because many customers judge how good the customer service of your organisation is by the way problems are handled.

This unit is Unit C3 from the Institute of Customer Service suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1. Organisational procedures and systems for dealing with customer service problems K2. How to defuse potentially stressful situations K3. How to negotiate K4. The limitations of what you can offer your customer K5. Types of action that may make a customer problem worse and should be avoided		

Additional evidence (if applicable):

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Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Element 2GEN5/10

Resolve customer service problems

What you must cover

C1 Resolving problems (All from)

- a) a problems first identified by customers
- b) a problem identified within the organisation before it has affected your customer
- c) a problem caused by differences between your customer's expectations and what your organisation can offer
- d) a problem caused by a system or procedure failure
- e) a problem caused by a lack of resources or human error

C2 Resolving problems (All from)

- a) Supplied relevant information when customers have requested it
- b) Supplied relevant information when customers have not requested it
- c) Have used agreed organisational procedures when solving problems
- d) Have made exceptions to usual practice with the agreement of others

Spot customer service problems

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Listen carefully to your customers about any problem they have raised									
2. Ask your customers about the problem to check your understanding									
3. Recognise repeated problems and alert the appropriate authority									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4. Share customer feedback with others to identify potential problems before they happen									
5. Identify problems with systems and procedures before they begin to affect your customers									

Element: 2GEN5/10 Resolve customer service problems

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Resolving problems									
a) a problems first identified by customers									
b) a problem identified within the organisation before it has affected your customer									
c) a problem caused by differences between your customers' expectations and what your organisation can offer									
d) a problem caused by a system or procedure failure									
e) a problem caused by a lack of resources or human error									

Element: 2GEN5/10 Resolve customer service problems

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C2 Resolving problems									
a) Supplied relevant information when customers have requested it									
b) Supplied relevant information when customers have not requested it									
c) Have used agreed organisational procedures when solving problems									
d) Have made exceptions to usual practice with the agreement of others									

Additional evidence (if applicable):

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Countersigning internal verifier (if applicable): _____ Date: _____

Pick the best solution to resolve customer service problems

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Identify the options for resolving a customer service problem									
7. Work with others to identify and confirm the options to resolve a customer service problem									
8. Work out the advantages and disadvantages of each option for your customer and your organisation									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
9. Pick the best option for your customer and your organisation									
10. Identify for your customer other ways that problems may be resolved if you are unable to help									

Element: 2GEN5/10 Resolve customer service problems

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Resolving problems									
a) a problems first identified by customers									
b) a problem identified within the organisation before it has affected your customer									
c) a problem caused by differences between your customer's expectations and what your organisation can offer									
d) a problem caused by a system or procedure failure									
e) a problem caused by a lack of resources or human error									

Element: 2GEN5/10 Resolve customer service problems

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C2 Resolving problems									
a) Supplied relevant information when customers have requested it									
b) Supplied relevant information when customers have not requested it									
c) Have used agreed organisational procedures when solving problems									
d) Have made exceptions to usual practice with the agreement of others									

Additional evidence (if applicable):

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	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
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Take action to resolve customer service problems

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
11. Discuss and agree the options for solving the problem with your customer									
12. Take action to implement the option agreed with your customer									
13. Work with others and your customer to make sure that any promises related to solving the problem are kept									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
14. Keep your customer fully informed about what is happening to resolve the problem									
15. Check with your customer to make sure the problem has been resolved to their satisfaction									
16. Give clear reasons to your customer when the problem has not been resolved to their satisfaction									

Element: 2GEN5/10 Resolve customer service problems

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Resolving problems									
a) a problems first identified by customers									
b) a problem identified within the organisation before it has affected your customer									
c) a problem caused by differences between your customer's expectations and what your organisation can offer									
d) a problem caused by a system or procedure failure									
e) a problem caused by a lack of resources or human error									

Element: 2GEN5/10 Resolve customer service problems

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C2 Resolving problems									
a) Supplied relevant information when customers have requested it									
b) Supplied relevant information when customers have not requested it									
c) Have used agreed organisational procedures when solving problems									
d) Have made exceptions to usual practice with the agreement of others									

Additional evidence (if applicable):

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Unit 21: Promote additional services or products to customers

Unit code: 2GEN6/10

Unit credit: 6

SCQF Unit level: 5

Introduction

Services or products are continually changing in organisations to keep up with customers' expectations. By offering new or improved services or products your organisation can increase customer satisfaction. Many organisations must promote these to be able to survive in a competitive world. This unit is about your need to keep pace with new developments and to encourage your customers to take an interest in them. Customers expect more and more services or products to be offered to meet their own growing expectations; from offering dinner reservations at check-in to providing a coffee and liqueurs service at the end of a meal. They need to be made aware of what is available from your organisation.

This unit is Unit A5 from the Institute of Customer Service suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
<p>K1. Your organisation's procedures and systems for encouraging the use of additional services or products</p> <p>K2. How additional services or products will benefit your customers</p> <p>K3. How your customer's use of additional services or products will benefit your organisation</p> <p>K4. The main factors that influence customers to use your services or products</p> <p>K5. How to introduce additional services or products to customers, outlining their benefits, overcoming reservations and agreeing to provide the additional services or products</p> <p>K6. How to give appropriate, balanced information to customers about services or products</p>		

Additional evidence (if applicable):

Column key:	O = direct observation of the learner's performance by their assessor	PD = professional discussion
	Q&A = outcomes from oral or written questioning	A = assignment, project/ case studies
	P = products of the learner's work	WT = authentic statements /witness testimony
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Element 2GEN6/10

Promote additional services or products to customers

What you must cover

C1 Additional services or products (All from)

- a) uses of services or products that are new to your customer
- b) additional use of services or products that your customer has used before

C2 Identifying customer needs (All from)

- a) identify what your customer wants by seeking information directly
- b) identify what your customer wants from spontaneous customer comments

Identify additional services or products that are available

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Update and develop your knowledge of your organisation's services or products									
2. Check with others when you are unsure about new service or product details									
3. Identify appropriate services or products that may interest your customer									
4. Spot opportunities for offering your customer additional services or products that will improve their customer experience									

Element: 2GEN6/10 Promote additional services or products to customers

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Additional services or products									
a) uses of services or products that are new to your customer									
b) additional use of services or products that your customer has used before									
C2 Identifying customer needs									
a) identify what your customer wants by seeking information directly									
b) identify what your customer wants from spontaneous customer comments									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p>	<p>PD = professional discussion</p>
	<p>Q&A = outcomes from oral or written questioning</p>	<p>A = assignment, project/case studies</p>
	<p>P = products of the learner's work</p>	<p>WT = authentic statements/witness testimony</p>
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Inform customers about additional services or products

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
5. Choose the best time to inform your customer about additional services or products									
6. Choose the best method of communication to introduce your customer to additional services or products									
7. Give your customer accurate and sufficient information to enable them to make a decision about the additional services or products									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
8. Give your customer time to ask questions about the additional services or products									

Element: 2GEN6/10 Promote additional services or products to customers

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Additional services or products									
a) uses of services or products that are new to your customer									
b) additional use of services or products that your customer has used before									
C2 Identifying customer needs									
a) identify what your customer wants by seeking information directly									
b) identify what your customer wants from spontaneous customer comments									

Additional evidence (if applicable):

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	O = direct observation of the learner's performance by their assessor	PD = professional discussion
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Gain customer commitment to using additional services or products

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
9. Close the conversation if your customer shows no interest									
10. Give information to move the situation forward when your customer shows interest									
11. Secure customer agreement and check customer understanding of the delivery of the service or product									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
12. Take action to ensure prompt delivery of the additional services or products to your customer									
13. Refer your customer to others or to alternative sources of information, if the additional services or products are not your responsibility									

Element: 2GEN6/10 Promote additional services or products to customers

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Additional services or products									
a) uses of services or products that are new to your customer									
b) additional use of services or products that your customer has used before									
C2 Identifying customer needs									
a) identify what your customer wants by seeking information directly									
b) identify what your customer wants from spontaneous customer comments									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Unit 22: Deal with customers across a language divide

Unit code: 2GEN7/10

Unit credit: 8

SCQF Unit level: 5

Introduction

Customer service is frequently delivered across a language divide. In a multi-cultural society many customers may have a different first language from those delivering customer service to them. This language divide can present a real challenge to those who deliver customer service. This unit is about preparing to deliver customer service across a language divide and seeing through that delivery. The unit covers the steps that are needed to deal with customers with different language preferences without having full access to your customer's first language. You should choose this unit if you frequently deal across a language divide. Remember, customers can be both external and internal to your organisation. This unit is Unit B5 from the Institute of Customer Services suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
For the whole unit		
K1. The languages that you are most likely to encounter among groups of your customers K2. How to greet, thank and say farewell to customers in their first languages K3. The importance of dealing with customers in their first language if possible K4. How to explain to a customer that you cannot hold an extended conversation in their first language K5. The importance of tone, pace and volume when dealing with customers across a language divide K6. Possible sources of assistance to use when a language barrier demands additional language skills		

Additional evidence (if applicable):

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Element 2GEN7/10

Deal with customers across a language divide

What you must cover

C1 Dealing with customers (All from)

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job

Prepare to deal with customers with a different first language

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Identify the language or languages other than your own that you are most likely to come across when dealing with customers									
2. Learn a greeting, an expression of thanks and a farewell phrase in the language you expect to encounter									
3. Identify a source of assistance with a language you expect to encounter when delivering customer service									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4. Agree with colleagues informal signing options that may be used for key aspects of your services or products when dealing with somebody with a different first language									
5. Log useful words and phrases to support your dealings with a customer with a different first language									
6. Learn an appropriate phrase to explain to your customer in their first language that you do not speak that language fluently									

Element: 2GEN7/10 Deal with customers across a language divide

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Dealing with customers									
a) during routine delivery of customer service									
b) during a busy time in your job									
c) during a quiet time in your job									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Deal with customers who speak a different first language from your own

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
7. Identify your customer's first language and indicate to them that you are aware of this									
8. Establish the expectations of your customer regarding whether they expect to deal in your first language or theirs									
9. Speak clearly and slowly if using a language which is not the first language for either you or your customer									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
10. Maintain a consistent tone and volume when dealing with somebody across a language divide									
11. Listen closely to your customer to identify any words they may be using in a way that differs from the way you would generally use the same words									
12. Check your understanding of specific words with your customer using questions for clarification									
13. Seek appropriate assistance from colleagues if you are unable to complete a customer transaction because of language barriers									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
14. Reword a question or explanation if your customer clearly does not understand your original wording									
15. Use a few words of your customer's first language to create a rapport									

Element: 2GEN7/10 Deal with customers across a language divide

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Dealing with customers									
a) during routine delivery of customer service									
b) during a busy time in your job									
c) during a quiet time in your job									

Additional evidence (if applicable):

<p>Column key:</p>	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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Unit 23: **Maintain customer service through effective handover**

Unit code: 2GEN8/10

Unit credit: 4

SCQF Unit level: 5

Introduction

Customer service delivery in a team involves many situations when you are unable to see actions through and you pass on responsibility to a colleague, for example, during a shift change. This sharing of responsibility should be organised and follow a recognised pattern. Most of all you need to be sure that, when responsibility is passed on, the actions are seen through. This involves routinely checking with your colleagues that customer service actions have been completed. This unit is for you if your job involves service delivery as part of a team and you regularly pass on responsibility for completion of a customer service action to a colleague.

This unit is Unit B8 in the Institute of Customer Service suite of standards.

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1. Your organisation's customer service procedures for the services or products you are involved in delivering</p> <p>K2. The appropriate colleagues to pass responsibility to for completing particular customer service actions</p> <p>K3. Ways of ensuring that information is passed between you and your colleagues effectively</p> <p>K4. Ways to remind yourself of actions that need to be checked when you have passed on responsibility to a colleague</p> <p>K5. The importance of checking tactfully with a colleague whether they have completed the customer service actions you were expecting</p> <p>K6. Opportunities for contributing to review the way customer service actions are shared in customer service processes</p>		

Additional evidence (if applicable):

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Element 2GEN8/10

Maintain customer service through effective handover

What you must cover

C1 Maintaining customer service (All from)

- a) during routine delivery of customer service
- b) during a busy time in your job
- c) during a quiet time in your job
- d) when people, systems or resources have let you down

Agree joint responsibilities in a customer service team

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Identify services or products you are involved in delivering that rely on effective teamwork									
2. Identify steps in the customer service delivery process that rely on exchange of information between you and your colleagues									
3. Agree with colleagues when it is right to pass responsibility for completing a customer service action to another									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
4. Agree with colleagues how information should be exchanged between you to enable another to complete a customer service action									
5. Identify ways of reminding yourself when you have passed responsibility to a colleague for completing a customer service action									

Element: 2GEN8/10 Maintain customer service through effective handover

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Maintaining customer service									
a) during routine delivery of customer service									
b) during a busy time in your job									
c) during a quiet time in your job									
d) when people, systems or resources have let you down									

Additional evidence (if applicable):

	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
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Check that customer service actions are seen through by working together with colleagues

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Access reminders to identify when to check that a customer service action has been completed									
7. Ensure that you are aware of all details of customer service actions your colleague was due to complete									
8. Ask your colleague about the outcome of their completing the customer service action as agreed									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
9. Identify the next customer service actions if your colleagues has been unable to complete the actions you had previously agreed									
10. Work with colleagues to review the way in which customer service actions are shared									

Element: 2GEN8/10 Maintain customer service through effective handover

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Maintaining customer service									
a) during routine delivery of customer service									
b) during a busy time in your job									
c) during a quiet time in your job									
d) when people, systems or resources have let you down									

Additional evidence (if applicable):

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	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational standards.

Candidate signature: _____ Date: _____

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

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Unit 24: Maintain and deal with payments

Unit code: 2GEN9/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about maintaining a payment point such as a till. It also covers taking payments from the customer, operating the till correctly and keeping payments safe and secure.

What some of the words in this unit mean

Authorised collection

The correct person coming to pick up the payments from the till

Cash equivalents

For example, vouchers, discounts, ledger payments

Payment point

A till, credit/debit machine or hand-held device

What you must know

To achieve this element you must give sufficient evidence to demonstrate your knowledge and understanding for each standard.

Knowledge	Type of evidence	Date
<p>For the whole unit</p> <p>K1. Legal requirements for operating a payment point and taking payments from customers</p> <p>K2. Your organisation's security procedures for cash and other types of payments</p> <p>K3. How you should set up your payment point</p> <p>K4. How to get stocks of materials you need to set up and maintain the payment point</p> <p>K5. Why it is important to tell the customer about any delays and how you should do so</p> <p>K6. The types of problems that might happen with your payment point and how to deal with these</p> <p>K7. How to change the till/debit/credit machine roll</p> <p>K8. The correct procedures for handling payments</p> <p>K9. What you should do if there are errors in handling payments</p> <p>K10. Understand the procedures for dealing with handheld payment devices at tables</p> <p>K11. What procedure you must follow with regard to a payment that has been declined</p> <p>K12. What might happen if you do not report errors</p> <p>K13. The types of problems that may happen when you are taking payments and how to deal with these</p> <p>K14. The procedures for collecting the contents of the payment point and who you should hand payments over to</p>		

Additional evidence (if applicable):

	O = direct observation of the learner's performance by their assessor	PD = professional discussion
Column key:	Q&A = outcomes from oral or written questioning	A = assignment, project/case studies
	P = products of the learner's work	WT = authentic statements/witness testimony
	RA = personal statements and/or reflective accounts	EPW = expert witness testimony
	S = outcome from simulation, where permitted by the assessment strategy	RPL = evidence of recognition of prior learning

I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational standards.

Candidate signature: _____ Date: _____

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

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Element 2GEN9/10

Maintain and deal with payments

What you must cover

C1 Materials (at least 2 from)

- a) cash
- b) cash equivalents
- c) relevant stationery
- d) till/credit/debit rolls

C2 Payments (at least 2 from)

- a) cash
- b) cheques
- c) credit cards
- d) debit cards
- e) cash equivalents

What you must do

To achieve this element you must give sufficient evidence to demonstrate your competence for each standard.

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
1. Make sure your payment point is working and that you have all the materials you need									
2. Maintain the payment point and restock it when necessary									
3. Enter/scan information into the payment point correctly									
4. Tell the customer how much they have to pay									
5. acknowledge the customer's payment and validate it where necessary									

Practical	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date	Type of evidence	Portfolio Reference	Date
To meet the national standard you must:									
6. Follow correct procedure for chip and pin transactions									
7. Put the payment in the right place according to your organisation's procedures									
8. Give correct change for cash transactions									
9. Carry out transactions without delay and give relevant confirmation to the customer									
10. Make the payment point contents available for authorised collection when asked to									

Element: 2GEN9/10 Maintain and deal with payments

What you must cover:

(Assessor to record range with reference to element requirements)

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C1 Materials									
a) cash									
b) cash equivalents									
c) relevant stationery									
d) till/credit/debit rolls									
C2 Payments									
a) cash									
b) cheques									
c) credit cards									
d) debit cards									
e) cash equivalents									

Additional evidence (if applicable):

	<p>O = direct observation of the learner's performance by their assessor</p> <p>Q&A = outcomes from oral or written questioning</p> <p>P = products of the learner's work</p> <p>RA = personal statements and/or reflective accounts</p> <p>S = outcome from simulation, where permitted by the assessment strategy</p>	<p>PD = professional discussion</p> <p>A = assignment, project/case studies</p> <p>WT = authentic statements/witness testimony</p> <p>EPW = expert witness testimony</p> <p>RPL = evidence of recognition of prior learning</p>
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I confirm that the evidence detailed in this Unit is my own work and meets the requirements of the National Occupational standards.

Candidate signature: _____ Date: _____

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

Assessor signature: _____ Date: _____

Countersigning assessor signature (if applicable): _____ Date: _____

I confirm that the candidate's sampled work meets the standards specified for this Unit and may be presented for external verification.

Internal verifier signature: _____ Date: _____

Countersigning internal verifier (if applicable): _____ Date: _____

Annexe A

Evidence Requirements

Mandatory units

1GEN1/09	Maintain a safe, hygienic and secure working environment
Element 1GEN1/09.1	Maintain personal health and hygiene
What you must DO for 1GEN1/09.1	The assessor must assess statements P1–P2 by direct observation of the candidate’s work.
What you must COVER for 1GEN1/09.1	There are no ‘What you must cover’ for Element 1.
Element 1GEN1/09.2	Help to maintain a hygienic, safe and secure workplace
What you must DO for 1GEN1/09.2	The assessor must assess statements P6, P9–P11 by direct observation of the candidate’s work. Simulation <i>may</i> be used for P7 – P8 if no naturally occurring evidence is available.
What you must COVER for 1GEN1/09.2	There must be performance evidence, gathered through observing the candidate’s work for: C1 Hazards (<i>at least one from the following</i>) (a) relating to equipment (b) relating to areas where you work (c) relating to personal clothing C2 Ways of dealing with hazards (<i>at least none required from the following</i>) (a) putting them right yourself (b) reporting them to appropriate colleagues (c) warning other people C3 Emergency procedures (<i>at least one from the following</i>) (a) fire (b) threat (c) security Evidence for the remaining points under ‘What you must cover’ may be assessed through questioning, witness testimony or simulation.

1GEN4/09	Work effectively as part of a hospitality team
What you must DO for 1GEN4/09	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions.
What you must COVER for 1GEN4/09	There are no 'What you must cover' for this unit.
2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)
Element 2GEN1/10.1	Establish effective rapport with customers
What you must DO for 2GEN1/10.1	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN1/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Communication method (a) face to face (b) in writing (c) by telephone (d) by text message (e) by email (including social networking) (f) Intranet Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2GEN1/10.2	Respond appropriately to customers
What you must DO for 2GEN1/10.2	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN1/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 Positive impression (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job (d) when people, systems or resources have let you down Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

Element 2GEN1/10.3	Communicate information to customers
What you must DO for 2GEN1/10.3	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN1/10.3	There must be performance evidence, gathered through observing the candidate's work for: C3 Communicate with customers (a) using appropriate spoken or written language (b) applying the conventions and rules appropriate to the method of communication you have chosen Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
2GEN4/10	Maintain food safety when storing, holding and serving food
Element 2GEN4/10.1	Keep yourself clean and hygienic
What you must DO for 2GEN4/10.1	The assessor <u>must</u> assess statements P1, P2 and P4 by direct observation.
What you must COVER for 2GEN4/10.1	There are no 'What you must cover' for Element 1.
Element 2GEN4/10.2	Keep your working area clean and hygienic
What you must DO for 2GEN4/10.2	The assessor <u>must</u> assess statements P8, P9 and P11 by direct observation.
What you must COVER for 2GEN4/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Surfaces and equipment (at least both from) (a) surfaces and utensils used for displaying and serving food (b) appropriate cleaning equipment Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

Element 2GEN4/10.3	Store food safely
What you must DO for 2GEN4/10.3	The assessor <u>must</u> assess statements P14–P18 by direct observation.
What you must COVER for 2GEN4/10.3	There must be performance evidence, gathered through observing the candidate's work for: C2 Storage areas (<i>at least one from</i>) (a) ambient temperature (b) refrigerator (c) freezer Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2GEN4/10.4	Hold and serve food safely
What you must DO for 2GEN4/10.4	The assessor <u>must</u> assess statements P21, P23 and P24 by direct observation.
What you must COVER for 2GEN4/10.4	There must be performance evidence, gathered through observing the candidate's work for: C3 Hazards (<i>at least three from</i>) (a) sources of bacteria and other organisms (b) chemical (c) physical (d) allergenic Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.

Optional Units

2GEN5/10	Resolve customer service problems (ICS)
Element 2GEN5/10.1	Spot customer service problems
What you must DO for 2GEN5/10.1	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this unit.
What you must COVER for 2GEN5/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Resolving problems (All from) <ul style="list-style-type: none"> (a) a problem first identified by customers (b) a problem identified within the organisation before it has affected your customer (c) a problem caused by differences between your customer's expectations and what your organisation can offer (d) a problem caused by a system or procedure failure (e) a problem caused by a lack of resources or human error C2 Resolving problems (All from) <ul style="list-style-type: none"> (a) supplied relevant information when customer have requested it (b) supplied relevant information when customers have not requested it (c) have used agreed organisational procedures when solving problems (d) have made exceptions to usual practice with the agreement of others

Element 2GEN5/10.2	Pick the best solution to resolve customer service problems
What you must DO for 2GEN5/10.2	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this unit.
What you must COVER for 2GEN5/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Resolving problems (<i>All from</i>) <ul style="list-style-type: none"> (f) a problem first identified by customers (g) a problem identified within the organisation before it has affected your customer (h) a problem caused by differences between your customer's expectations and what your organisation can offer (i) a problem caused by a system or procedure failure (j) a problem caused by a lack of resources or human error C2 Resolving problems (<i>All from</i>) <ul style="list-style-type: none"> (e) supplied relevant information when customer have requested it (f) supplied relevant information when customers have not requested it (g) have used agreed organisational procedures when solving problems (h) have made exceptions to usual practice with the agreement of others

Element 2GEN5/10.3	Take action to resolve customer service problems
What you must DO for 2GEN5/10.3	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this unit.
What you must COVER for 2GEN5/10.3	There must be performance evidence, gathered through observing the candidate's work for: C1 Resolving problems (All from) (k) a problem first identified by customers (l) a problem identified within the organisation before it has affected your customer (m) a problem caused by differences between your customer's expectations and what your organisation can offer (n) a problem caused by a system or procedure failure (o) a problem caused by a lack of resources or human error C2 Resolving problems (All from) (i) supplied relevant information when customer have requested it (j) supplied relevant information when customers have not requested it (k) have used agreed organisational procedures when solving problems (l) have made exceptions to usual practice with the agreement of others

2GEN6/10	Promote additional services or products to customers (ICS)
Element 2GEN6/10.1	Identify additional services or products that are available
What you must DO for 2GEN6/10.1	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN6/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Additional services or products (at least All from) (a) uses of services or products that are new to your customer (b) additional use of services or products that your customer has used before C2 Identifying customer needs (at least All from) (a) identify what your customer wants by seeking information directly (b) identify what your customer wants from spontaneous customer comments
Element 2GEN6/10.2	Inform customers about additional services or products
What you must DO for 2GEN6/10.2	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN6/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Additional services or products (at least All from) (a) uses of services or products that are new to your customer (b) additional use of services or products that your customer has used before C2 Identifying customer needs (at least All from) (a) identify what your customer wants by seeking information directly (b) identify what your customer wants from spontaneous customer comments

Element 2GEN6/10.3	Gain customer commitment to using additional services or products
What you must DO for 2GEN6/10.3	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN6/10.3	There must be performance evidence, gathered through observing the candidate's work for: C1 Additional services or products (<i>at least All from</i>) (a) uses of services or products that are new to your customer (b) additional use of services or products that your customer has used before C2 Identifying customer needs (<i>at least All from</i>) (a) identify what your customer wants by seeking information directly (b) identify what your customer wants from spontaneous customer comments
2GEN7/10	Deal with customers across a language divide (ICS)
Element 2GEN7/10.1	Prepare to deal with customers with a different first language
What you must DO for 2GEN7/10.1	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN7/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Dealing with customers (<i>at least All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job

Element 2GEN7/10.2	Deal with customers who speak a different first language from your own
What you must DO for 2GEN7/10.2	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN7/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Dealing with customers (<i>at least All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job
2GEN8/10	Maintain customer service through effective handover (ICS)
Element 2GEN8/10.1	Agree joint responsibilities in a customer service team
What you must DO for 2GEN8/10.1	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN8/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 Maintaining customer service (<i>at least All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job (d) when peoples, systems or resources have let you down
Element 2GEN8/10.2	Check that customer service actions are seen through by working together with colleagues
What you must DO for 2GEN8/10.2	The assessor must ensure that there is sufficient evidence that shows what the candidate has done over a sufficient period of time with different customers and on different occasions. Simulation is NOT allowed for any performance evidence (What you have to cover or What you must cover) within this Unit.
What you must COVER for 2GEN8/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 Maintaining customer service (<i>at least All from</i>) (a) during routine delivery of customer service (b) during a busy time in your job (c) during a quiet time in your job (d) when peoples, systems or resources have let you down

2GEN9/10	Maintain and deal with payments
What you must DO for 2GEN9/10	The assessor must assess statements P1 and P3–P10 by direct observation.
What you must COVER for 2GEN9/10	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <p>C1 Materials (<i>at least two from</i>)</p> <ul style="list-style-type: none"> (a) cash (b) cash equivalents (c) relevant stationery (d) till/credit/debit rolls <p>C2 Machine (<i>at least two from</i>)</p> <ul style="list-style-type: none"> (a) cash (b) cheques (c) credit cards (d) debit cards (e) cash equivalents <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning, witness testimony or simulation.</p>

Levels 1 and 2 Food and Drink Service Units

Sufficiency of Evidence

There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or approved realistic working environment. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony.

What you must KNOW

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 oral or written questioning.

SVQ1 Food and Drink Service unit titles

Evidence requirements are included in this document for the following units:

1FS3/10 Prepare and clear areas for counter/takeaway service

1FS4/09 Provide a counter/takeaway service

2BS1/10 Prepare and clear the bar area

2BS2/10 Serve alcoholic and soft drinks

2BS3/10 Prepare and serve cocktails

2BS4/10 Prepare and serve wines

2BS5/10 Maintain cellars and kegs

2BS6/10 Clean drinks dispense lines

2BS7/10 Prepare and serve dispensed and instant hot drinks

2BS8/10 Prepare and serve hot drinks using specialist equipment

2BS9/10 Receive, store and issue drinks stock

2FS1/10 Prepare and clear areas for table service

2FS2/10 Serve food at the table

2FS3/10 Provide a silver service

2FS4/10 Provide a buffet/carvery service

Unit 1FS3/10	Prepare and clear areas for counter/takeaway service
Element 1FS3/10.1	Prepare areas for counter/takeaway service
What you must DO for Element 1FS3/10.1	The assessor must assess statements 1, 2, 3, 6 and 7 by directly observing the candidate's work. The assessor may assess statements 4 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 1FS3/10.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from work area: <ul style="list-style-type: none"> a) serving area b) seated area c) waiting area • at least two from service equipment: <ul style="list-style-type: none"> a) display units b) heated units c) refrigerated units d) beverage equipment
	<ul style="list-style-type: none"> • at least four from service items: <ul style="list-style-type: none"> a) trays b) straws c) service utensils d) food containers e) take-away food packaging f) disposable serviettes g) crockery h) cutlery • at least one from condiments and accompaniments: <ul style="list-style-type: none"> a) seasonings b) sugars and sweeteners c) prepared sauces and dressings

Element 1FS3/10.1	Prepare areas for counter/takeaway service (continued)
	<ul style="list-style-type: none"> • at least one from promotional materials: <ul style="list-style-type: none"> a) menus b) posters c) black/white board d) illustrated menus board e) promotional materials showing special offers <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 1FS3/10.2	Clear areas for counter/takeaway service
What you must DO for Element 1FS3/10.2	<p>The assessor must assess statements 8, 9, 11 and 12 by directly observing the candidate's work.</p> <p>The assessor may assess statement 10 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 1FS3/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from work area: <ul style="list-style-type: none"> a) serving area b) seated area c) waiting area • at least two from service equipment: <ul style="list-style-type: none"> a) display units b) heated units c) refrigerated units d) beverage equipment • at least two from re-usable service items: <ul style="list-style-type: none"> a) trays b) service utensils c) food containers d) crockery e) cutlery • one from condiments and accompaniments: <ul style="list-style-type: none"> a) seasonings b) sugars and sweeteners c) prepared sauces and dressings <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 1FS4/09	Provide a counter/takeaway service
Element 1FS4/09.1	Serve customers at the counter
What you have to DO for Element 1FS4/09.1	The assessor <u>must</u> assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 1FS4/09.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • one from customers: <ul style="list-style-type: none"> a) Customers with routine needs b) Customers with non-routine needs • at least two from information: <ul style="list-style-type: none"> a) items available b) ingredients c) prices, special offers and promotions • at least two from food and drink items: <ul style="list-style-type: none"> a) hot food b) cold food c) hot drinks d) cold drinks • at least two from condiments and accompaniments: <ul style="list-style-type: none"> a) seasonings b) sugars/sweeteners c) prepared sauces/dressings <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Element 1FS4/09.2	Maintain counter and service areas
What you have to DO for Element 1FS4/09.2	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 1FS4/09.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from service items: <ul style="list-style-type: none"> a) service utensils b) food containers/dispensers c) trays d) crockery e) cutlery f) disposable items • at least two from food and drink items: <ul style="list-style-type: none"> a) hot food b) cold food c) hot drinks d) cold drinks <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony</p>

Unit 2BS1/10	Prepare and clear the bar area
Element 2BS1/10.1	Prepare customer and service areas
What you must DO for Element 2BS1/10.1	<p>The assessor <u>must</u> assess statements 1, 2, 3 and 5 by directly observing the candidate's work.</p> <p>The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS1/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from stocks for drinks service: <ul style="list-style-type: none"> a) bottled soft/alcoholic drinks b) draught soft/alcoholic drinks c) soft/alcoholic drinks served by optics d) soft/alcoholic drinks free poured with measure and pourer e) hot drinks

Element 2BS1/10.1	Prepare customer and service areas (continued)
	<ul style="list-style-type: none"> • at least two from drink accompaniments: <ul style="list-style-type: none"> a) ice b) food garnishes for drinks c) accompaniments for hot drinks d) decorative items from drinks • at least four from service equipment: <ul style="list-style-type: none"> a) bottle openers/cork screws b) optics, measurers/pourers c) glassware d) drip trays and drip mats e) ice buckets and tongs f) knives and chopping boards g) coasters and drink mats • at least one from electrical equipment: <ul style="list-style-type: none"> a) refrigerated units b) ice machine • at least three from service areas <ul style="list-style-type: none"> a) counters and shelves b) waste bins/bottle containers c) floors d) tables and chairs <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 2BS1/10.2	Clear customer and service areas
What you must DO for Element 2BS1/10.2	The assessor must assess statements 6 -9 by directly observing the candidate's work.
What you must COVER for Element 2BS1/10.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from drink stocks: <ul style="list-style-type: none"> a) bottled soft/alcoholic drinks b) draught soft/alcoholic drinks c) soft/alcoholic drinks served by optics d) soft/alcoholic drinks free poured with measure and pourer e) hot drinks

Element 2BS1/10.2	Clear customer and service areas (continued)
	<ul style="list-style-type: none"> • at least two from drink accompaniments: <ul style="list-style-type: none"> a) ice b) food garnishes for drinks c) accompaniments for hot drinks d) decorative items from drinks • at least four from service equipment: <ul style="list-style-type: none"> a) bottle openers/cork screws b) optics, measurers/pourers c) glassware d) drip trays and drip mats e) ice buckets and tongs f) knives and chopping boards g) coasters and drink mats • at least one from electrical equipment: <ul style="list-style-type: none"> a) refrigerated units b) ice machine • at least three from service areas: <ul style="list-style-type: none"> a) counters and shelves b) waste bins/bottle containers c) floors d) tables and chairs <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 2BS1/10.3	Clean and store glassware
<p>What you must DO for Element 2BS1/10.3</p>	<p>The assessor must assess statements 10, 11, 12, 13, 15, 16 and 17 by directly observing the candidate's work.</p> <p>The assessor may assess statement 14 through questioning or witness testimony if no naturally occurring evidence is available</p>
<p>What you must COVER for Element 2BS1/10.3</p>	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from glassware: <ul style="list-style-type: none"> a) glasses b) water jugs <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS2/10	Serve alcoholic and soft drinks
Element 2BS2/10.1	Take customer orders
What you must DO for Element 2BS2/10.1	The assessor must assess statements 1–6 by directly observing the candidate’s work. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2BS2/10.1	There must be performance evidence, gathered through observing the candidate’s work for: <ul style="list-style-type: none"> • at least two from information: <ul style="list-style-type: none"> a) price b) alcoholic content c) name and type of drink d) style characteristics • at least two from drinks: <ul style="list-style-type: none"> a) bottled drinks b) draught drinks c) drinks in cans or cartons d) drinks served by free pouring or optics • at least two from drink accompaniments: <ul style="list-style-type: none"> a) ice/water b) food garnishes for drinks c) decorative items/stirrers <p>Evidence for the remaining points under ‘What you must cover’ may be assessed through questioning or witness testimony.</p>
Element 2BS2/10.2	Serve alcoholic and non-alcoholic drinks
What you must DO for Element 2BS2/10.2	The assessor must assess statements 8-12 by directly observing the candidate’s work. The assessor may assess statement 13 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2BS2/10.2	There must be performance evidence, gathered through observing the candidate’s work for: <ul style="list-style-type: none"> • at least three from drinks: <ul style="list-style-type: none"> a) bottled b) draught c) drinks in cans d) drinks in cartons e) free pouring/optics

Element 2BS2/10.2	Serve alcoholic and non-alcoholic drinks (continued)
	<ul style="list-style-type: none"> • at least one from customer: <ul style="list-style-type: none"> a) with routine needs b) with non-routine needs • at least one from service style: <ul style="list-style-type: none"> a) at the bar b) at the table <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS3/10	Prepare and serve cocktails
Element 2BS3/10.1	Prepare areas and equipment for serving cocktails
What you must DO for Element 2BS3/10.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2BS3/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least five from equipment: <ul style="list-style-type: none"> a) pourers b) blenders c) shakers/mixers d) stirring equipment e) squeezers and strainers f) knives and chopping board g) glasses/jugs h) ice scoops i) cocktail list/menu • at least three from ingredients: <ul style="list-style-type: none"> a) fruit b) fruit juices/soft drinks c) cream/milk d) alcohol • at least three from accompaniments: <ul style="list-style-type: none"> a) ice b) food garnish c) salt/sugar d) decorative items <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Element 2BS3/10.2	Mix and serve cocktails
What you must DO for Element 2BS3/10.2	<p>The assessor must assess statements 5, 6, 8, 9 and 10 by directly observing the candidate's work.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS3/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from information: <ul style="list-style-type: none"> a) price b) ingredients c) relative strength d) measures • at least four from type of cocktails: <ul style="list-style-type: none"> a) spirit based b) non-alcoholic c) cream based cocktail d) champagne based cocktail e) gin/vodka based cocktail f) tequila based cocktail g) fruit juice based cocktail h) sour cocktail • at least three from methods: <ul style="list-style-type: none"> a) shaken b) mixed c) stirred d) blended e) built/poured • at least two from accompaniments: <ul style="list-style-type: none"> a) ice b) food garnish c) salt/sugar d) decorative items • at least five from equipment: <ul style="list-style-type: none"> a) pourers b) blenders c) shakers/mixers d) stirring equipment e) squeezers and strainers f) knives and chopping board g) glasses/jugs h) ice scoops <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS4/10	Prepare and serve wines
Element 2BS4/10.1	Prepare service areas, equipment and stock for wine service
What you must DO for Element 2BS4/10.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2BS4/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from service equipment: <ul style="list-style-type: none"> a) glassware b) trays c) service cloths/linen d) corkscrews/bottle opener d) ice buckets/stands f) chillers/coolers • at least two from wine: <ul style="list-style-type: none"> a) red b) white/rosé c) sparkling/semi-sparkling d) dessert <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 2BS4/10.2	Determine customer requirements for wine
What you must DO for Element 2BS4/10.2	<p>The assessor must assess statements 5, 6, 8 and 10 by directly observing the candidate's work.</p> <p>The assessor may assess statements 7 and 9 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS4/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from wine list information: <ul style="list-style-type: none"> a) name and type of wine b) price c) style characteristics d) country of origin • at least one from customer needs: <ul style="list-style-type: none"> a) customer taste and style b) price c) occasion d) matching wine to menu items <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Element 2BS4/10.3	Present and serve wine
What you must DO for Element 2BS4/10.3	<p>The assessor must assess statements 11, 12, 13, 14 and 16 by directly observing the candidate's work.</p> <p>The assessor may assess statement 15 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS4/10.3	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from service equipment: <ul style="list-style-type: none"> a) glassware b) trays c) service cloths/linen d) corkscrews/bottle openers e) ice buckets/stands f) chillers/coolers • at least two from wine: <ul style="list-style-type: none"> a) red b) white/rosé c) sparkling/semi-sparkling d) dessert • at least two from style of service: <ul style="list-style-type: none"> a) by the glass b) by the bottle c) by the carafe/decanter <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS5/10	Maintain cellars and kegs
Element 2BS5/10.1	Maintain cellars
What you must DO for Element 2BS5/10.1	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 2BS5/10.1	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least two from equipment: <ol style="list-style-type: none"> a) racks/shelves/cradles b) refrigeration/cooling units c) environmental conditions d) cleaning systems e) equipment to control • all from environmental conditions: <ol style="list-style-type: none"> a) humidity b) ventilation c) lighting d) temperature <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 2BS5/10.2	Prepare kegs and gas for use
What you must DO for Element 2BS5/10.2	The assessor must assess statements 7-12 by directly observing the candidate's work. The assessor may assess statement 13 through questioning or witness testimony if no naturally occurring evidence is available.
What you must COVER for Element 2BS5/10.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least three from kegs or gas cylinders: <ol style="list-style-type: none"> a) beer b) cider c) lager d) real ales e) carbon dioxide/mixed gas cylinders f) bulk gas <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS6/10	Clean drink dispense lines
Element 2BS6/10.1	Clean drink dispense lines
What you must DO for Element 2BS6/10.1	The assessor must assess statements 1-7 by directly observing the candidate's work.
What you must COVER for Element 2BS6/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • All from drinks dispense line: <ul style="list-style-type: none"> a) beer/stout/lager/cider dispense lines <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS7/10	Prepare and serve dispensed and instant hot drinks
Element 2BS7/10.1	Prepare work areas and equipment for service
What you must DO for Element 2BS7/10.1	The assessor must assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2BS7/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from preparation equipment: <ul style="list-style-type: none"> a) small vending machines b) urns/kettles c) coffee pots d) tea pots • at least two from service equipment: <ul style="list-style-type: none"> a) cutlery b) glassware c) crockery d) trays • at least one from other equipment: <ul style="list-style-type: none"> a) dish washers b) fridges/freezers c) thermometers • at least two from drinks: <ul style="list-style-type: none"> a) coffee b) hot chocolate c) tea

Element 2BS7/10.1	Prepare work areas and equipment for service (continued)
	<ul style="list-style-type: none"> • at least three from drink ingredients: <ul style="list-style-type: none"> a) coffee bags/pods/capsules b) pre-ground coffee beans c) instant coffee d) syrups e) chocolate powder f) loose tea g) tea bags h) fruit/herbal tea • at least two from drink accompaniments: <ul style="list-style-type: none"> a) sugar b) milk c) dusting/topping powder d) cream <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 2BS7/10.2	Prepare and serve hot drinks
What you must DO for Element 2BS7/10.2	<p>The assessor must assess statements 5 ,6, 8, 9 and 10 by directly observing the candidate's work.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS7/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from drinks <ul style="list-style-type: none"> a) coffee b) hot chocolate c) tea • at least one from preparation equipment: <ul style="list-style-type: none"> a) small vending machines b) kettles c) urns d) coffee pots e) tea pots • at least two from service equipment: <ul style="list-style-type: none"> a) cutlery b) glassware c) crockery d) trays

Element 2BS7/10.2	Prepare and serve hot drinks (continued)
	<ul style="list-style-type: none"> • at least three from drink ingredients: <ol style="list-style-type: none"> a) coffee bags/pods/capsules b) pre-ground coffee beans c) instant coffee d) syrups e) chocolate powder f) loose tea g) tea bags h) fruit/herbal tea • at least two from drink accompaniments: <ol style="list-style-type: none"> a) sugar b) milk c) dusting/topping powder d) cream <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2BS8/10	Prepare and serve hot drinks using specialist equipment
Element 2BS8/10.1	Prepare work area and equipment for service
What you must DO for Element 2BS8/10.1	The assessor <u>must</u> assess statements 1-4 by directly observing the candidate's work.
What you must COVER for Element 2BS8/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from preparation equipment: <ol style="list-style-type: none"> a) espresso machine b) cream whipper c) knock out box d) bean grinders e) filter system f) cafetière g) blender h) steamer i) urn • at least two from service equipment: <ol style="list-style-type: none"> a) cutlery b) glassware c) crockery d) trays

Element 2BS8/10.1	Prepare work area and equipment for service (continued)
	<ul style="list-style-type: none"> • at least two from other equipment: <ul style="list-style-type: none"> a) dish washers b) fridges/freezers c) thermometers d) temperature records • at least one from promotional and display material: <ul style="list-style-type: none"> a) menus b) leaflets c) posters • at least three from drinks: <ul style="list-style-type: none"> a) coffee b) hot chocolate c) tea d) steamed milk drinks e) iced drinks • at least five from drink ingredients: <ul style="list-style-type: none"> a) freshly ground coffee beans b) pre-ground coffee beans c) syrups d) chocolate powder e) milk f) ice cream g) spray cream h) tea i) ice • at least two from drink accompaniments: <ul style="list-style-type: none"> a) sugar b) dusting/topping powder c) cream <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Element 2BS8/10.2	Prepare and serve hot drinks
What you must DO for Element 2BS8/10.2	<p>The assessor must assess statements 5, 6, 8, 9, 10 and 11 by directly observing the candidate's work.</p> <p>The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS8/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from information: <ul style="list-style-type: none"> a) price b) relative strength c) ingredients d) origin of drink • at least three from drinks: <ul style="list-style-type: none"> a) coffee b) hot chocolate c) tea d) steamed milk drinks e) iced drinks (i.e. frappe/iced tea) • at least three from preparation equipment: <ul style="list-style-type: none"> a) espresso machine b) cream whipper c) knock out box d) bean grinders e) filter system f) cafetière g) blender h) steamer i) urn • at least two from service equipment: <ul style="list-style-type: none"> a) cutlery b) glassware c) crockery d) trays • at least five from drink ingredients: <ul style="list-style-type: none"> a) freshly ground coffee beans b) pre-ground coffee beans c) syrups d) chocolate powder e) milk f) ice cream g) spray cream h) tea i) ice • at least two from drink accompaniments: <ul style="list-style-type: none"> a) sugar b) dusting/topping powder c) cream

Element 2BS8/10.2	Prepare and serve hot drinks (continued)
	Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.

Unit 2BS9/10	Receive, store and issue drinks stock
Element 2BS9/10.1	Receive drinks deliveries
What you must DO for Element 2BS9/10.1	The assessor must assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 2BS9/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from deliveries <ol style="list-style-type: none"> a) crated bottled drinks b) boxed bottled drinks c) beer kegs d) gas cylinders e) bar equipment f) glasses <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 2BS9/10.2	Store and issue drinks stock
What you must DO for Element 2BS9/10.2	<p>The assessor must assess statements 7, 8 and 11 by directly observing the candidate's work.</p> <p>The assessor may assess statements 9 and 10 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2BS9/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from storage conditions: <ol style="list-style-type: none"> a) lighting b) ventilation c) temperature d) cleanliness • at least three from drink items: <ol style="list-style-type: none"> a) crated bottled drinks b) boxed bottled drinks c) bottled wines d) bottled spirits e) keg beers f) cask beers

Element 2BS9/10.2	Store and issue drinks stock (continued)
	Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.

Unit 2FS1/10	Prepare and clear areas for table service
Element 2FS1/10.1	Prepare service areas and equipment for table service
What you must DO for Element 2FS1/10.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2FS1/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from service operations: <ul style="list-style-type: none"> a) restaurant table service b) function service • at least four from service equipment: <ul style="list-style-type: none"> a) service cutlery/silverware b) glassware c) service dishes/flats d) refrigerated units e) hot/cold beverage service containers f) trays/trolleys g) sideboards/side tables/service station • at least one from condiments and accompaniments: <ul style="list-style-type: none"> a) dry seasonings/flavourings b) mustards, sauces and salad dressings c) prepared bread items <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Element 2FS1/10.2	Prepare customer and dining areas for table service
What you must DO for Element 2FS1/10.2	The assessor must assess statements 6-10 by directly observing the candidate's work.
What you must COVER for Element 2FS1/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from table items: <ul style="list-style-type: none"> a) crockery b) cutlery/silverware c) glassware d) menus/menu folders e) table decorations f) condiments and accompaniments g) napkins and table coverings • at least one from service operations: <ul style="list-style-type: none"> a) restaurant table service b) function service • at least one from cover lay-up: <ul style="list-style-type: none"> a) full place settings for a la carte menu b) full place settings for table d'hôte menu c) full place settings for function <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 2FS1/10.3	Clear dining and service areas after table service
What you must DO for Element 2FS1/10.3	The assessor must assess statements 11-16 by directly observing the candidate's work.
What you must COVER for Element 2FS1/10.3	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least four from table items: <ul style="list-style-type: none"> a) cutlery/silverware b) glassware c) menus/menu holders d) table decorations e) condiments and accompaniments f) napkins and table coverings • at least two from food service areas: <ul style="list-style-type: none"> a) customer dining areas b) sideboards/side tables/trolleys c) service preparation areas

Element 2FS1/10.3	Clear dining and service areas after table service (continued)
	<ul style="list-style-type: none"> • at least three from service equipment: <ul style="list-style-type: none"> a) hot plates/plates b) warmers c) refrigerated units d) hot/cold beverage service containers e) trays/trolleys f) sideboards/side tables/service station <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FS2/10	Serve food at the table
Element 2FS2/10.1	Greet customers and take orders
What you must DO for Element 2FS2/10.1	<p>The assessor must assess statements 1, 2,3,4,6 and 7 by directly observing the candidate's work.</p> <p>The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.</p>
What you must COVER for Element 2FS2/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from customers: <ul style="list-style-type: none"> a) with special requirements b) without special requirements • at least two from customer requirements: <ul style="list-style-type: none"> a) correct number of place settings b) dietary requirements c) special seating requirements • at least one from service operations: <ul style="list-style-type: none"> a) table service b) function service • at least two from information: <ul style="list-style-type: none"> a) dishes available b) dish composition and method of cooking c) prices d) special offers and promotions <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Element 2FS2/10.2	Serve customer orders and maintain the dining area
What you must DO for Element 2FS2/10.2	The assessor must assess statements 8-14 by directly observing the candidate's work.
What you must COVER for Element 2FS2/10.2	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least three from table items: <ul style="list-style-type: none"> a) crockery b) cutlery and silverware c) glassware d) napkins e) condiments and accompaniments • at least two from service equipment: <ul style="list-style-type: none"> a) dishes/linens, flats b) trays/trolley service cutlery and silverware c) service cloths/linen • at least one from service method: <ul style="list-style-type: none"> a) plated items b) served items <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FS3/10	Provide a silver service
Element 2FS3/10.1	Silver serve food
What you must DO for Element 2FS3/10.1	The assessor must assess statements 1-5 by directly observing the candidate's work.
What you must COVER for Element 2FS3/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least two from service equipment: <ul style="list-style-type: none"> a) dishes/liners/flats b) service cutlery/silverware c) service cloths/linen • at least one from silver operation: <ul style="list-style-type: none"> a) function silver service b) restaurant silver service c) buffet/carvery silver service

Element 2FS3/10.1	Silver serve food (continued)
	<ul style="list-style-type: none"> • at least five from food items: <ul style="list-style-type: none"> a) soups b) gravies/sauces c) bread rolls/potatoes/other solid items d) sliced meat/poultry e) rice/vegetables/other small chopped items f) pies/tarts/flans/gateaux g) puddings/spooned desserts h) cheese <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>
Element 2FS3/10.2	Clear finished courses
What you must DO for Element 2FS3/10.2	The assessor must assess statements 6-9 by directly observing the candidate's work.
What you must COVER for Element 2FS3/10.2	There must be performance evidence, gathered through observing the candidate's work for: <ul style="list-style-type: none"> • at least all from courses: <ul style="list-style-type: none"> a) starter b) main course c) dessert • at least one from service operation: <ul style="list-style-type: none"> a) function silver service b) restaurant silver service c) buffet/carvery silver service • at least two from table items: <ul style="list-style-type: none"> a) glassware b) condiments and accompaniments c) table decorations <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Unit 2FS4/10	Provide a buffet/carvery service
Element 2FS4/10.1	Prepare and maintain a carvery/buffet display
What you must DO for Element 2FS4/10.1	The assessor <u>must</u> assess statements 1-6 by directly observing the candidate's work.
What you must COVER for Element 2FS4/10.1	<p>There must be performance evidence, gathered through observing the candidate's work for:</p> <ul style="list-style-type: none"> • at least one from service style: <ul style="list-style-type: none"> a) served buffet/carvery b) self-service buffet/carvery • at least three from table items: <ul style="list-style-type: none"> a) crockery b) cutlery/silverware c) glassware d) table coverings e) napkins f) decorative items g) flowers • at least two from service equipment: <ul style="list-style-type: none"> a) dishes/flats/plates b) service cutlery/silverware c) service cloths/linen • at least two from food items: <ul style="list-style-type: none"> a) hot food b) cold food c) accompaniments <p>Evidence for the remaining points under 'What you must cover' may be assessed through questioning or witness testimony.</p>

Element 2FS4/10.2	Serve and assist customers at the carvery/buffet
What you must DO for Element 2FS4/10.2	The assessor must assess statements 7–13 by directly observing the candidate’s work.
What you must COVER for Element 2FS4/10.2	<p>There must be performance evidence, gathered through observing the candidate’s work for:</p> <ul style="list-style-type: none"> • at least one from service style: <ul style="list-style-type: none"> a) served buffet/carvery b) self-service buffet/carvery • at least two from service equipment: <ul style="list-style-type: none"> a) dishes/flats/plates b) service cutlery/silverware c) service cloths/linen • at least two from food items: <ul style="list-style-type: none"> a) hot food b) cold food c) accompaniments <p>Evidence for the remaining points under ‘What you must cover’ may be assessed through questioning or witness testimony.</p>

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