SVQ2 in Hospitality Services at SCQF Level 5

Candidate Logbook

SVQ

January 2012

Issue 3

Edexcel, BTEC and LCCI qualifications

Edexcel, BTEC and LCCI qualifications are awarded by Pearson, the UK's largest awarding body offering academic and vocational qualifications that are globally recognised and benchmarked. For further information, please visit our qualification websites at www.edexcel.com, www.btec.co.uk or www.lcci.org.uk. Alternatively, you can get in touch with us using the details on our contact us page at www.edexcel.com/contactus

About Pearson

Pearson is the world's leading learning company, with 40,000 employees in more than 70 countries working to help people of all ages to make measurable progress in their lives through learning. We put the learner at the centre of everything we do, because wherever learning flourishes, so do people. Find out more about how we can help you and your learners at: www.pearson.com/uk

This logbook is Issue 3. Key changes are sidelined. We will inform centres of any changes to this issue. The latest issue can be found on the Edexcel website, www.edexcel.com/quals/nvq

References to third party material made in this specification are made in good faith. Pearson does not endorse, approve or accept responsibility for the content of materials, which may be subject to change, or any opinions expressed therein. (Material may include textbooks, journals, magazines and other publications and websites.)

All information in this specification is correct at time of publication.

Authorised by Martin Stretton
Prepared by Paul Webster
ISBN 978 1 446 91189 1

All the material in this publication is copyright
© Pearson Education Limited 2014

Contents

Section 1: SVQ2 in Hospitality Services at SCQF Level 5 **1**

Introduction 1

National Occupational Standards and SVQs 1

Which SVQ in Hospitality Services is available? 1

Who is this SVQ for? 1

What is the structure of the SVQ2 in Hospitality Services at SCQF Level 5 2

Section 2: Examples of forms **7**

Collecting your evidence 7

Example form 1 — Portfolio title page 9

Example form 2 — Personal profile 11

Example form 3 — Contents checklist 13

Example form 4 — Index of evidence 15

Example form 5 — Unit assessment plan 17

Example form 6 — Unit sign-off record 19

Example form 7 — Work log 21

Example form 8 — Observation record 23

Example form 9 — Witness testimony 25

Example form 10 — Expert witness evidence record 27

Example form 11 — Record of questions and candidate's answers 29

Section 3: Logbook **31**

Mandatory units 33

Unit 1: Maintain a safe, hygienic and secure working environment 35

Unit 2: Give customers a positive impression of yourself and your organisation 51

Unit 3: Work effectively as part of a hospitality team 73

Unit 4: Maintain food safety when storing, preparing and cooking food 91

Unit 5: Maintain food safety when storing, holding and serving food 125

Optional units 153

Unit 6: Prepare and clear areas for counter/takeaway service 155

Unit 7: Provide a counter/takeaway service 173

Unit 8: Prepare and clear areas for table service 191

Unit 9: Serve food at the table 217

Unit 10: Provide a silver service 235

Unit 11:	Provide a buffet/carvery service	251
Unit 12:	Convert a room for dining	269
Unit 13:	Prepare and clear the bar area	285
Unit 14:	Serve alcoholic and soft drinks	311
Unit 15:	Prepare and serve cocktails	329
Unit 16:	Prepare and serve wines	349
Unit 17:	Maintain cellars and kegs	373
Unit 18:	Clean drink dispense lines	391
Unit 19:	Prepare and serve dispensed and instant hot drinks	401
Unit 20:	Prepare and serve hot drinks using specialist equipment	419
Unit 21:	Receive, store and issue drinks stock	443
Unit 22:	Collect linen and make beds	459
Unit 23:	Clean windows from the inside	475
Unit 24:	Clean and service a range of areas	491
Unit 25:	Work using different chemicals and equipment	513
Unit 26:	Maintain housekeeping supplies	535
Unit 27:	Clean, maintain and protect hard floors	551
Unit 28:	Clean and maintain soft floors and furnishings	571
Unit 29:	Provide a linen service	585
Unit 30:	Carry out periodic room servicing and deep cleaning	601
Unit 31:	Deal with communications as part of the reception function	617
Unit 32:	Deal with the arrival of customers	633
Unit 33:	Dealing with bookings	645
Unit 34:	Prepare customer accounts and deal with departures	659
Unit 35:	Produce documents in a business environment	675
Unit 36:	Use office equipment	683
Unit 37:	Handle mail and book external services	691
Unit 38:	Provide reception services	705
Unit 39:	Store and retrieve information	713
Unit 40:	Provide tourism information services to customers	725
Unit 41:	Resolve customer service problems	741
Unit 42:	Promote additional services or products to customers	769
Unit 43:	Deal with customers across a language divide	789
Unit 44:	Maintain customer service through effective handover	807
Unit 45:	Maintain and deal with payments	823
Unit 46:	Prepare and finish simple salad and fruit dishes	833
Unit 47:	Prepare and cook fish	843
Unit 48:	Prepare and cook meat and poultry	853
Unit 49:	Prepare hot and cold sandwiches	863
Unit 50:	Complete kitchen documentation	873

Unit 51: Set up and close kitchen 883
Unit 52: Prepare and present food for cold presentation 905
Unit 53: Produce basic fish dishes 917
Unit 54: Produce basic vegetable dishes 927
Unit 55: Produce basic rice, pulse and grain dishes 939
Unit 56: Produce basic pasta dishes 949
Unit 57: Produce basic egg dishes 959

Annexe A 969

Section 1: SVQ2 in Hospitality Services at SCQF Level 5

Introduction

This document gives information on the SVQ2 in Hospitality Services 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 Hospitality Services 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 SVQ in Hospitality Services is available?

SVQ2 in Hospitality Services at SCQF Level 5

Who is this SVQ for?

The SVQ2 in Hospitality Services

This qualification is suitable for staff working in small hotels, restaurants or cafes. You may have a very broad job role, which covers housekeeping, reception, food service and food preparation, and this SVQ has the scope to let you choose units that relate to each of your different roles.

 © Pearson Education Limited 2014

What is the structure of the SVQ2 in Hospitality Services at SCQF Level 5

To achieve the whole qualification at Level 5, you must prove competence in **three** or **four mandatory units** and **six** or **seven optional units**, making a total of **ten** units.

Mandatory units for the SVQ2 in Hospitality Services at SCQF Level 5

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

Unit number	Unit code	Title	Unit credit	SCQF level
1	1GEN109	Maintain a safe, hygienic and secure working environment	3	4
2	2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)	3	4
3	1GEN4/09	Work effectively as part of a hospitality team	5	5

Mandatory units for the SVQ2 in Hospitality Services at SCQF Level 5

You must achieve **one** of the units listed below **if you are serving or preparing food**:

Unit number	Unit code	Title	Unit credit	SCQF level
4	2GEN3/09	Maintain food safety when storing, preparing and cooking food **(mandatory for those preparing food)**	4	6
5	2GEN4/10	Maintain food safety when storing, holding and serving food **(mandatory for those serving food)**	4	6

 © Pearson Education Limited 2014

Optional units for the SVQ2 in Hospitality Services at SCQF Level 5

You must achieve **six or seven** of the units listed below, to make a total of **ten** units:

(Please note - you may only select a maximum of two further units from those shown in italics)

Unit number	Unit code	Title	Unit credit	SCQF level
6	1FS3/10	*Prepare and clear areas for counter/takeaway service*	3	4
7	1FS4/09	*Provide a counter/takeaway service*	3	4
8	2FS1/10	Prepare and clear areas for table service	4	5
9	2FS2/10	Serve food at the table	4	5
10	2FS3/10	Provide a silver service	6	5
11	2FS4/10	Provide a buffet/carvery service	3	5
12	2FS5/09	Convert a room for dining	4	5
13	2BS1/10	Prepare and clear the bar area	4	5
14	2BS2/10	Serve alcoholic and soft drinks	5	5
15	2BS3/10	Prepare and serve cocktails	5	5
16	2BS4/10	Prepare and serve wines	5	5
17	2BS5/10	Maintain cellars and kegs	3	5
18	2BS6/10	Clean drinks dispense lines	3	5
19	2BS7/10	Prepare and serve dispensed and instant hot drinks	3	5
20	2BS8/10	Prepare and serve hot drinks using specialist equipment	4	5
21	2BS9/10	Receive, store and issue drinks stock	3	5
22	1HK1/10	*Collect linen and make beds*	3	4
23	1HK2/10	*Clean windows from the inside*	2	4
24	2HK1/10	Clean and service a range of areas	3	5
25	2HK2/10	Work using different chemicals and equipment	4	5
26	2HK3/10	Maintain housekeeping supplies	3	5
27	2HK4/10	Clean, maintain and protect hard floors (ASSET Skills)	4	5
28	2HK5/10	Clean and maintain soft floors and furnishings (Asset Skills)	4	5
29	2HK6/10	Provide a linen service	3	5
30	2HK7/10	Carry out periodic room servicing and deep cleaning	3	5

 © Pearson Education Limited 2014

Unit number	Unit code	Title	Unit credit	SCQF level
31	2FOH1/10	Deal with communications as part of the reception function	3	5
32	2FOH2/10	Deal with the arrival of customers	4	5
33	2FOH3/10	Deal with bookings	4	5
34	2FOH4/10	Prepare customer accounts and deal with departures	4	5
35	2FOH5/10	Produce documents in a business environment (CfA)	4	5
36	2FOH6/10	Use office equipment (CfA)	3	4
37	2FOH8/10	Handle mail and book external services	3	5
38	2FOH9/10	Provide reception services (CfA)	3	5
39	2FOH10/10	Store and retrieve information (CfA)	3	5
40	2FOH11/10	Provide tourism information services to customers	5	5
41	2GEN5/10	Resolve customer service problems (ICS)	6	5
42	2GEN6/10	Promote additional services or products to customers (ICS)	6	5
43	2GEN7/10	Deal with customers across a language divide (ICS)	8	5
44	2GEN8/10	Maintain customer service through effective handover (ICS)	4	5
45	2GEN9/10	Maintain and deal with payments	4	5
46	1FP2	*Prepare and finish simple salad and fruit dishes*	2	4
47	1FPC1	*Prepare and cook fish*	3	4
48	1FPC2	*Prepare and cook meat/poultry*	4	4
49	1PR1	*Prepare hot and cold sandwiches*	2	4
50	2P&C1/09	Complete kitchen documentation	3	5
51	2P&C2/09	Set up and close kitchen	4	5
52	2FPC15/10	Prepare and present food for cold presentation	4	5
53	2PR1	Produce basic fish dishes	4	5
54	2PR4	Produce basic vegetable dishes	4	5
55	2PR8	Produce basic rice, pulse and grain dishes	3	5
56	2PR9	Produce basic pasta dishes	3	5
57	1PR10	*Produce basic egg dishes*	3	4

 © Pearson Education Limited 2014

Unit number	Unit code	Title	Unit credit	SCQF level
4	2GEN3/09	Maintain food safety when storing, preparing and cooking food **(mandatory for those preparing food)**	4	6
5	2GEN4/10	Maintain food safety when storing, holding and serving food **(mandatory for those serving food)**	4	6

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 Hospitality Services 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 sign-off record
- Form 7: Work log
- Form 8: Observation record
- Form 9: Witness testimony
- Form 10: Expert witness evidence record
- Form 12: 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.

 © Pearson Education Limited 2014

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:	

continued overleaf…

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):	

 © Pearson Education Limited 2014

Example form 3 — Contents checklist

SVQ title:		
Candidate:		
	Completed?	Page/section number
Title page for the portfolio		
Personal profile • 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 • 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) • observation records • details of witnesses (witness testimony sheets) • personal statements		

 © Pearson Education Limited 2014

Example form 4 — Index of evidence

SVQ title and level:				
Candidate:				
Units/elements evidence links to *(give specific numbers, eg 5.2.1)*	**Evidence number**	**Description of evidence**	**Included in portfolio (Yes/No)** *If No, state location*	**Internal verifier signature and date of sampling**

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 6 — Unit sign-off record

SVQ title and level:
Candidate:
Assessor:
To achieve the whole qualification, you must prove competence in **mandatory** units and **optional** units. **Unit checklist**: list here the units you will be undertaking, then circle the reference number of each unit as you complete it.

Mandatory									
Optional									

Mandatory units			
Unit number	**Title**	**Assessor's signature**	**Date**

continued overleaf…

Optional units			
Unit number	**Title**	**Assessor's signature**	**Date**

 © Pearson Education Limited 2014

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** *(enter numbers)*	**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.	
	Qualified as an assessor for workplace performance
	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.	
	Qualified as an assessor for workplace performance
	Relevant professional work role that involves evaluating everyday staff practice
	Current expertise
	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		**33**
Unit 1:	Maintain a safe, hygienic and secure working environment	35
Unit 2:	Give customers a positive impression of yourself and your organisation	51
Unit 3:	Work effectively as part of a hospitality team	73
Unit 4:	Maintain food safety when storing, preparing and cooking food	91
Unit 5:	Maintain food safety when storing, holding and serving food	125
Optional units		**153**
Unit 6:	Prepare and clear areas for counter/takeaway service	155
Unit 7:	Provide a counter/takeaway service	173
Unit 8:	Prepare and clear areas for table service	191
Unit 9:	Serve food at the table	217
Unit 10:	Provide a silver service	235
Unit 11:	Provide a buffet/carvery service	251
Unit 12:	Convert a room for dining	269
Unit 13:	Prepare and clear the bar area	285
Unit 14:	Serve alcoholic and soft drinks	311
Unit 15:	Prepare and serve cocktails	329
Unit 16:	Prepare and serve wines	349
Unit 17:	Maintain cellars and kegs	373
Unit 18:	Clean drink dispense lines	391
Unit 19:	Prepare and serve dispensed and instant hot drinks	401
Unit 20:	Prepare and serve hot drinks using specialist equipment	419
Unit 21:	Receive, store and issue drinks stock	443
Unit 22:	Collect linen and make beds	459
Unit 23:	Clean windows from the inside	475
Unit 24:	Clean and service a range of areas	491
Unit 25:	Work using different chemicals and equipment	513
Unit 26:	Maintain housekeeping supplies	535
Unit 27:	Clean, maintain and protect hard floors	551
Unit 28:	Clean and maintain soft floors and furnishings	571
Unit 29:	Provide a linen service	585
Unit 30:	Carry out periodic room servicing and deep cleaning	601
Unit 31:	Deal with communications as part of the reception function	617

Issue 3 — June 2014 © Pearson Education Limited 2014

Unit 32:	Deal with the arrival of customers	633
Unit 33:	Dealing with bookings	645
Unit 34:	Prepare customer accounts and deal with departures	659
Unit 35:	Produce documents in a business environment	675
Unit 36:	Use office equipment	683
Unit 37:	Handle mail and book external services	691
Unit 38:	Provide reception services	705
Unit 39:	Store and retrieve information	713
Unit 40:	Provide tourism information services to customers	725
Unit 41:	Resolve customer service problems	741
Unit 42:	Promote additional services or products to customers	769
Unit 43:	Deal with customers across a language divide	789
Unit 44:	Maintain customer service through effective handover	807
Unit 45:	Maintain and deal with payments	823
Unit 46:	Prepare and finish simple salad and fruit dishes	833
Unit 47:	Prepare and cook fish	843
Unit 48:	Prepare and cook meat and poultry	853
Unit 49:	Prepare hot and cold sandwiches	863
Unit 50:	Complete kitchen documentation	873
Unit 51:	Set up and close kitchen	883
Unit 52:	Prepare and present food for cold presentation	905
Unit 53:	Produce basic fish dishes	917
Unit 54:	Produce basic vegetable dishes	927
Unit 55:	Produce basic rice, pulse and grain dishes	939
Unit 56:	Produce basic pasta dishes	949
Unit 57:	Produce basic egg dishes	959

 © Pearson Education Limited 2014

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 you 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.

 © Pearson Education Limited 2014

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-aider is in your workplace		

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1GEN1/09.2

Help to maintain a hygienic, safe and secure workplace

What you must cover

C1 **Hazards** *(at least **one** 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 **one** from)*

a) putting them right yourself

b) reporting them to appropriate colleagues

c) warning other people

C3 **Emergency procedures** *(at least **one** from)*

a) fire

b) threat

c) security

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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. Follow health, hygiene and safety procedures in all your work									
10. Practise emergency procedures correctly									
11. Follow your organisation's security procedures									

 © Pearson Education Limited 2014

Element: 1GEN1/09.2 Help to maintain a hygienic, safe and secure workplace									
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									

Element: 1GEN1/09.2 Help to maintain a hygienic, safe and secure workplace									
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. 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: _____

 © Pearson Education Limited 2014

Unit 2: Give customers a positive impression of yourself and your organisation

Unit code: 2GEN1/10

Unit credit: 3

SCQF Unit level: 4

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.

 © Pearson Education Limited 2014

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		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN1/10.1

Establish effective rapport with customers

What you must cover

C1 Communication method *(*at least **three** from the following)

(a) face to face

(b) in writing

(c) by telephone

(d) by text message

(e) by e-mail (including social networking)

(f) intranet

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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: 2GEN1/10.1 /09.2 Establish effective rapport with 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. Communication									
a Face to face									
b In writing									
c By telephone									
d By text message									
e By email (including social networking)									
f intranet									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN1/10.2

Respond appropriately to customers

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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. 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 2GEN1/10.2: Respond appropriately 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**
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									

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: _____

 © Pearson Education Limited 2014

Element 2GEN1/10.3

Communicate information to customers

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

Element 2GEN1/10.3: Communicate information 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**
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 3:	**Work effectively as part of a hospitality team**
Unit code:	1GEN4/09
Unit credit:	5
SCQF Unit level:	5

Introduction

This unit is about making a useful contribution to the work of a team, ie 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 covers 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.

 © Pearson Education Limited 2014

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 2GEN4/09.1 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		
For Element 2GEN4/09.2 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 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		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For Element 2GEN4/09.3 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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element1GEN4/09.1: 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									

 © Pearson Education Limited 2014

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 everything you need for your work organised and available									
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1GEN4/09.2: 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									

 © Pearson Education Limited 2014

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. Pass on important information to team members as soon as possible									
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element IGEN4/09.3: 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									

 © Pearson Education Limited 2014

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:									
20. Agree an action / learning plan with the relevant person									
21. Seek opportunities to review and develop your plan									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 4:	**Maintain food safety when storing, preparing and cooking food**
Unit code:	2GEN3/09
Unit credit:	4
SCQF Unit level:	6

Introduction

This unit covers the main competencies needed for preparing and cooking food safely, and focuses on the four main areas of control – Cooking, Cleaning, Chilling and preventing Cross-contamination, in addition to supplies being satisfactory.

The unit gives staff a broad understanding of reviewing hazards and hazard procedures such that they are part of a team maintaining food safety. This unit is appropriate for staff who directly prepare and cook food.

 © Pearson Education Limited 2014

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. How to operate a food safety management system K2. The concept of hazards to food safety in a catering operation, and the necessity of controlling these hazards in order to remove or keep risks to a safe level K3. What might happen if these hazards are not controlled K4. The types of hazards that you are likely to come across in a catering operation K5. How you must control these hazards by cooking, chilling (including storage), cleaning and the avoidance of cross-contamination K6. Why monitoring is important and key stages in the process K7. The importance of knowing what to do when things go wrong K8. The role of record keeping K9. Why some hazards are more important than others in terms of food safety K10. Who you should report to if you believe there are food safety hazards		
For Element 2GEN3/09.1 Keep yourself clean and hygienic		
K11. Why you must wear clean and hygienic clothes appropriate to your job K12. Why you must tie your hair back and/or wear appropriate hair covering K13. What types of protective clothing are appropriate for different jobs in the storage, preparation and cooking of food K14. The food safety hazards that jewellery and accessories can cause		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For Element 2GEN3/09.1 Keep yourself clean and hygienic		
K15. When you should change clothing and why this is important K16. Why you must wash your hands thoroughly after going to the toilet; before going into food preparation and cooking areas; after touching raw food and waste and before handling ready-to-eat food K17. How you wash your hands safely K18. Why it is important not to handle food if you have open wounds (including boils and septic cuts), and what to do if you have an open wound K19. Why it is important to report illnesses and infections promptly and why stomach illnesses are particularly important K20. Why it is important to avoid: touching face, nose or mouth; blowing your nose; chewing gum; eating; smoking when you are working with food		
For Element 2GEN3/09.2 Keep your working area clean and hygienic		
K21. Why surfaces and equipment must be clean, hygienic and suitable for the intended use before beginning a new task and how to ensure this K22. Why it is important only to use clean and suitable cloths when cleaning between tasks and how to ensure this is done K23. Why surfaces and equipment that are damaged or have loose parts can be hazardous to food safety K24. The types of damaged surfaces and equipment that can cause food safety hazards and what to do about them K25. Why it is important to clear and dispose of waste promptly and safely and how to do so K26. How damage to walls, floors, ceilings, furniture, food equipment and fittings can cause food safety hazards, and the type of damage you should look for K27. The types of pests that you may find in catering operations and recognising the signs that they may be there		

Knowledge	Type of evidence	Date
For Element 2GEN3/09.3 Store food safely		
K28. Why it is important to make sure food deliveries are undamaged, at the correct temperature and within their use-by date and how to do this K29. Why it is important to prepare food for storage for example by removing and disposing of outer packaging (while retaining any important labelling information, e.g. instructions for use, information on allergens) K30. Why food must be put in the correct storage area, and the temperatures that different foods should be stored at K31. Why it is important that storage areas are clean and tidy, and what to do if they are not K32. Why it is important to store food at the correct temperatures, and how to achieve this K33. What types of food are raw and what types are ready-to-eat K34. Why it is important to separate raw and ready-to-eat food K35. Why stock rotation procedures are important, and why you must dispose of food beyond its 'use-by date'		
For Element 2GEN3/09.4 Prepare, cook and hold food safely		
K36. Why and when it is necessary to defrost foods before cooking and how to do so safely and thoroughly K37. How to recognise conditions leading to food safety hazards during preparation and cooking and what to do if you find any K38. 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 foods, including what you should do if a customer asks if a particular dish is free from a certain food allergen K39. How cross-contamination can happen between, for example, raw food, food in storage and preparation and food that is ready to eat - and how to avoid this		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For Element 2GEN3/09.4 Prepare, cook and hold food safely		
K40. Why you should use thorough cooking and reheating methods K41. Cooking/reheating methods, temperatures and times you must use for the food you work with K42. How to check that the food you work with is thoroughly cooked/safely reheated K43. Why it is important to make sure food is at the correct temperature before and during holding, prior to serving it to the customer, and how to do so K44. The types of cooked foods you may need to chill or freeze because they are not for immediate consumption and how to do so safely		

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN3/09.1

Keep yourself clean and hygienic

What you must cover

C1 Clothes *(at least **four** from)*

a) trousers

b) tops/jackets

c) coats

d) disposable gloves

e) shoes

f) headgear

g) aprons

C2 Appropriate times to wash your hands *(at least **five** from)*

a) after going to the toilet or in contact with faeces

b) when going into food preparation and cooking areas including after any work breaks

c) after touching raw food and waste

d) before handling raw food

e) after disposing of waste

f) after cleaning

g) changing dressings or touching open wounds

C3 Unsafe behaviour *(at least **one** from)*

a) failure to wash hands thoroughly when necessary

b) touching your face, nose or mouth, blowing your nose

c) chewing gum

d) eating

e) smoking

f) scratching

Issue 3 — June 2014 © Pearson Education Limited 2014

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 hygienic clothes, appropriate to the jobs you are doing									
2. Tie hair back and/or wear appropriate hair covering									
3. Only wear jewellery and other accessories that do not cause food safety hazards									
4. Change your clothes when necessary									
5. Wash your hands thoroughly at appropriate times									

 © Pearson Education Limited 2014

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. Avoid unsafe behaviour that could contaminate the food you are working with									
7. Report any cuts, boils, grazes, illness and infections promptly to the appropriate person									
8. Make sure any cuts, boils, skin infections and grazes are treated and covered with an appropriate dressing									

 © Pearson Education Limited 2014

Element 2GEN3/09.1: Keep yourself 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 Clothes									
(a) trousers									
(b) tops/jackets									
(c) coats									
(d) disposable gloves									
(e) shoes									
(f) headgear									
(g) aprons									
C2 Appropriate times to wash your hands									
(a) after going to the toilet or in contact with faeces									
(b) when going into food preparation and cooking areas including after any work breaks									

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
(c) after touching raw food and waste									
(d) before handling raw food									
(e) after disposing of waste									
(f) after cleaning									
(g) changing dressings or touching open wounds									
C3 Unsafe behaviour									
(a) failure to wash hands thoroughly when necessary									
(b) touching your face, nose or mouth, blowing your nose									
(c) chewing gum									
(d) eating									
(e) smoking									
(f) scratching									

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN3/09.2

Keep your working area clean and hygienic

What you must cover

C4 Surfaces and equipment *(at least **two** from the following)*

a) surfaces and utensils for preparing, cooking and holding food

b) surfaces and utensils used for displaying and serving food

c) 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:									
9. Make sure surfaces and equipment are clean and in good condition									
10. Use clean and suitable cloths and equipment for wiping and cleaning between tasks									
11. Remove from use any surfaces and equipment that are damaged or have loose parts, and report them to the person responsible for food safety									

 © Pearson Education Limited 2014

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. Dispose of waste promptly, hygienically and appropriately									
13. Identify, take appropriate action on and report to the appropriate person, any damage to walls, floors, ceilings, furniture and fittings									
14. Identify, take appropriate action on and report to the appropriate person, any signs of pests									

Element 2GEN3/09.2 : Keep your work 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**
C4 Surfaces and equipment									
(a) surfaces and utensils for preparing, cooking and holding food									
(b) surfaces and utensils used for displaying and serving food									
(c) appropriate cleaning equipment									

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: _____

 © Pearson Education Limited 2014

Element 2GEN3/09.3

Store food safely

What you must cover

C5 Storage areas (at least **two** 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:									
15. Check that food is undamaged, is at the appropriate temperature and within its 'use-by date' on delivery									
16. Look at and retain any important labelling information									
17. Prepare food for storage and put it in the correct storage area as quickly as necessary to maintain its safety									

 © Pearson Education Limited 2014

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. Make sure storage areas are clean, suitable and maintained at the correct temperature for the type of food									
19. Store food so that cross contamination is prevented, e.g. keep raw and ready-to-eat food separate, keep commonly allergenic foods such as nuts in sealed containers									
20. Follow stock rotation procedures									
21. Safely dispose of food that is beyond its use-by date									
22. Keep necessary records up to date									

Element 2GEN3/09.3: 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**
C5 Storage areas									
(a) ambient temperature									
(b) refrigerator									
(c) freeze									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN3/09.4

Prepare, cook and hold food safely

What you must cover

C6 Operations (at least **four** from)

a) defrosting food
b) preparing food, including washing and peeling
c) cooking food
d) reheating food
e) holding food before serving
f) cooling cooked food not for immediate consumption
g) freezing cooked food not for immediate consumption

C7 Hazards (at least **one** from)

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

 © Pearson Education Limited 2014

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:									
23. Check food before and during operations for any hazards and follow the correct procedures for dealing with these									
24. Follow your organisation's procedures for items that may cause allergic reactions									
25. Prevent cross-contamination, such as between raw foods, foods already cooking/reheating and ready-to-eat foods									

 © Pearson Education Limited 2014

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:									
26. Use methods, times, temperatures and checks to make sure food is safe following operations									
27. Keep necessary records up to date									

Element 2GEN3/09.4: Prepare, cook and hold 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**
C6 Operations									
a) defrosting food									
b) preparing food, including washing and peeling									
c) cooking food									
d) reheating food									
e) holding food before serving									
f) cooling cooked food not for immediate consumption									
g) freezing cooked food not for immediate consumption									

 © Pearson Education Limited 2014

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
C7 Hazards									
a) bacteria and other organisms									
b) chemical									
c) physical									
d) allergenic									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 5: 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 gives staff the knowledge and skills for 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.

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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

Knowledge	Type of evidence	Date
For Element 2GEN4/10.4 Hold and serve food safely		
K30. How to check food during holding and serving 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 K32. How cross contamination can happen between raw food and food that is ready to eat and how to avoid this K33. Why you should hold food at the correct temperature and for the correct time K34. Holding temperatures and times you must use for the food you work with.		

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN4/10.3

Store food safely

What you must cover

C2 Storage areas (at least **one** 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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN4/10.4

Hold and serve food safely

What you must cover

C3 Hazards (at least **three** from)

a) sources of bacteria and other organisms

b) chemical

c) physical

d) allergenic

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Optional units

 © Pearson Education Limited 2014

Unit 6: 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 words in this unit mean

Crockery

Disposable and non-disposable

Cutlery

Disposable and non-disposable

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1FS3/10.1

Prepare areas for counter/takeaway service

What you must cover

C1 Work area (at least **two** from)

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

C2 Service equipment (at least **two** from)

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

C3 Service items (at least **four** 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 **one** from)

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

C5 Promotional materials (at least **one** from)

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

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									

 © Pearson Education Limited 2014

Practical	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date	Type of evidence	Portfolio reference	Date
e) take away food packaging									
f) disposable serviettes									
g) crockery									
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1FS3/10.2

Clear areas for counter/take-away service

What you must cover

C1 Work area (at least **two** from)

a) serving area

b) seated area

c) waiting area

C2 Service equipment (at least **two** from)

a) display units

b) heated units

c) refrigerated units

d) beverage equipment

C4 Condiments and accompaniments (at least **one** from)

a) seasonings

b) sugars and sweeteners

c) prepared sauces and dressings

C6 Re-usable service items (at least **two** from)

a) trays

b) service utensils

c) food containers

d) crockery

e) cutlery

Issue 3 — June 2014 © Pearson Education Limited 2014

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. Deal with service equipment according to your workplace procedures									
8. Assemble for cleaning or store any reusable service items from the food service									
9. 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:									
10. Dispose of rubbish, used disposables and waste food following recommended procedures									
11. Check that the work area and service equipment are clean, free from damage and ready for future use									

 © Pearson Education Limited 2014

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									

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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 7: 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. The unit also covers maintaining the counter and service areas, with items including trays and utensils, and displaying food and drink items in the correct manner.

 © Pearson Education Limited 2014

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

Issue 3 — June 2014 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1FS4/09.1

Serve customers at the counter

What you must cover

C1 Customers (at least **one** from)

a) customers with routine needs

b) customers with non-routine needs

C2 Information (at least **two** from)

a) items available

b) ingredients

c) prices, special offers and promotions

C3 Food and drink items (at least **two** from)

a) hot food

b) cold food

c) hot drinks

d) cold drinks

C4 Condiments and accompaniments (at least **two** from)

a) seasonings

b) sugars/sweeteners

c) prepared sauces/dressings

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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. Serve food and drink items at the recommended temperature, using clean, hygienic and undamaged service equipment of the appropriate type									
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									

 © Pearson Education Limited 2014

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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1FS4/09.2

Maintain counter and service areas

What you must cover

C5 Service items (at least **three** from)

a) service utensils

b) food containers/dispensers

c) trays

d) crockery

e) cutlery

f) disposable items

C6 Food and drink items (at least **two** from)

a) hot food

b) cold food

c) hot drinks

d) cold drinks

 © Pearson Education Limited 2014

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									

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. 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									

 © Pearson Education Limited 2014

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									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 8: Prepare and clear areas for table service

Unit code: 2FS1/10

Unit credit: 4

SCQF Unit level: 5

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, eg 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 a table d'hote

All of the cutlery already on the table menu

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS1/10.1

Prepare service areas and equipment for table service

What you must cover

C1 Service operation (at least **one** from)

a) restaurant table service

b) function service

C2 Service equipment (at least **four** 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 **one** from)

a) dry seasonings/flavourings

b) mustards, sauces and salad dressings

c) prepared bread items

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

Element 2FS1/10.1: Prepare surface areas 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 2FS1/10.1: Prepare surface areas 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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS1/10.2

Prepare customer and dining areas for table service

What you must cover

C4 Table items (at least **four** 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 **one** from)

a) restaurant table service
b) function service

C6 Cover lay-up (at least **one** from)

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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**
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									
C5 Service operation									
a) restaurant table service									
b) function service									

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**
C6 Cover lay-up									
a) full place settings for la carte menu									
b) full place settings for table d'hôte menu									
c) full place settings for functions									

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: _____

 © Pearson Education Limited 2014

Element 2FS1/10.3

Clear dining and service areas after table service

What you must cover

C7 Table items (at least **four** 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 **two** from)

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

C9 Service equipment (at least **three** 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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2FS1/10.3: Clear dining and service areas after 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									

 © Pearson Education Limited 2014

Element 2FS1/10.3: Clear dining and service areas after 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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 9: Serve food at the table

Unit code: 2FS2/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about greeting and assisting customers when they arrive, giving them accurate information about dishes and taking their orders. It also covers serving customer orders, providing customers with items such as cutlery and condiments and keeping the dining area clean and tidy during service.

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

- 2FS2/10.1 Greet customers and take orders
- 2FS2/10.2 Serve customer orders and maintain the dining area

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS2/10.1

Greet customers and take orders

What you must cover

C1 Customers (at least **one** from)

a) with special requirements

b) without special requirements

C2 Customer requirements (at least **two** from)

a) correct number of place settings

b) dietary requirements

c) special seating requirements

C3 Service operation (at least **one** from)

a) table service

b) function service

C4 Information (at least **two** from)

a) dishes available

b) dish composition and method of cooking

c) prices

d) special offers and promotions

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2FS2/10.1: 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									

 © Pearson Education Limited 2014

Element 2FS2/10.1: 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									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS2/10.2

Serve customer orders and maintain the dining area

What you must cover

C5 Table items (at least **three** from)

a) crockery

b) cutlery and silverware

c) glassware

d) napkins

e) condiments and accompaniments

C6 Service equipment (at least **two** from)

a) dishes, linens, flats

b) tray/trolley service cutlery and silverware

c) service cloths/linen

C7 Service method (at least **one** from)

a) plated items

b) served items

Issue 3 — June 2014 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

Element 2FS2/10.2: Serve customer 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									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 10: 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.

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS3/10.1

Silver serve food

What you must cover

C1 Service equipment (at least **two** from)

a) dishes/liners/flats

b) service cutlery/silverware

c) service cloths/linen

C2 Silver operation (at least **one** from)

a) function silver service

b) restaurant silver service

c) buffet/carvery silver service

C3 Food items (at least **five** 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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS3/10.2

Clear finished courses

What you must cover

C4 Courses (**all** from)

a) starter

b) main course

c) dessert

C5 Service operation (at least **one** from)

a) function silver service

b) restaurant silver service

c) buffet/carvery silver service

C6 Table items (at least **two** from)

a) glassware

b) condiments and accompaniments

c) table decorations

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 11: Provide a buffet/carvery service

Unit code: 2FS4/10

Unit credit: 3

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

 © Pearson Education Limited 2014

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		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS4/10.1

Prepare and maintain a carvery/buffet display

What you must cover

C1 Service style (at least **one** from)

a) served buffet/carvery

b) self-service buffet/carvery

C2 Table items (at least **three** from)

a) crockery

b) cutlery/silverware

c) glassware

d) table coverings

e) napkins

f) decorative items

g) flowers

C3 Service equipment (at least **two** from)

a) dishes/flats/plates

b) service cutlery/silverware

c) service cloths/linen

C4 Food items (at least **two** from)

a) hot food

b) cold food

c) accompaniments

Issue 3 — June 2014 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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: _____

 © Pearson Education Limited 2014

Element 2FS4/10.2

Serve and assist customers at the carvery/buffet

What you must cover

C5 Service style (at least **one** from)

a) served buffet/carvery

b) self-service buffet/carvery

C6 Service equipment (at least **two** from)

a) dishes/flats/plates

b) service cutlery/silverware

c) service cloths/linen

C7 Food items (at least **two** from)

a) hot food

b) cold food

c) accompaniments

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 12: Convert a room for dining

Unit code: 2FS5/09

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about converting an empty, but appropriate room so that it is suitable for dining purposes. The unit also covers returning the room to its original state.

 © Pearson Education Limited 2014

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 2FS5/09.1 Set up food dining areas		
K1. Why it is important to lift heavy or bulk items using approved safe methods K2. What the safe methods for lifting and carrying are K3. How to determine how many staff are needed for lifting and carrying different items K4. What equipment commonly needs to be moved K5. What specific packing requirements certain equipment may have K6. What the organisational table layouts are K7. What the organisation's service structure is K8. Why, and to whom, problems such as damaged dirty or missing equipment, need to be reported		
For Element 2FS5/09.2 Return food dining area to its original state		
K9. What materials and equipment are used for cleaning different types of surfaces in the food dining areas K10. Why the work area needs to be inspected on completion K11. What information is required in order to clean food dining surfaces		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS5/09.1

Set up food dining areas

What you must cover

C1 Dining equipment (at least **two** from)

a) tables

b) chairs

c) service surface

C2 Service equipment (at least **three** from)

a) customer cutlery

b) customer plates/bowls

c) service apparatus

d) condiments

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. Ensure the required number of staff are available to prepare the food dining areas, and inform the proper person when more staff are required									
2. Prioritise work and carry it out in an efficient manner									
3. Identify items requiring moving, the number of people needed to move each item and the amount of time required to do so									

 © Pearson Education Limited 2014

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. Move items not required in a safe way, and pack away as required									
5. Set up necessary dining and service equipment in a safe and hygienic manner to organisational standards, using the required number of people to move each item									
6. Clean any unhygienic dining or service equipment or dining areas									

Element 2FS5/09.1: Set up food dining 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 Dining equipment									
a) tables									
b) chairs									
c) service surface									
C2 Service equipment									
a) customer cutlery									
b) customer plates/bowls									
c) service apparatus									
d) condiments									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FS5/09.2

Return food from dining area to its original state

What you must cover

C1 Dining equipment (at least **two** from)

a) tables

b) chairs

c) service surface

C2 Service equipment (at least **three** from)

a) customer cutlery

b) customer plates / bowls

c) service apparatus

d) condiments

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. Ensure the required number of staff are available to clear the food dining areas and inform the proper person when more staff are required									
8. Prioritise work and carry it out in an efficient manner									
9. Clean surfaces and service equipment where required									
10. Move dining equipment and service equipment in an orderly manner ensuring they are correctly packed away									

 © Pearson Education Limited 2014

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. Safely return any items to their proper place									
12. Ensure the area is left as required by organisational standards									

Element 2FS5/09.2 : Return food from the dining area to its original state									
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 Dining equipment									
a) tables									
b) chairs									
c) service surface									
C2 Service									
a) customer cutlery									
b) customer plates / bowls									
c) service apparatus									
d) condiments									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 13: 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

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For Element 2BS1/10.2 Clear customer and service areas		
K16. Why customer service areas must be secured from unauthorised access after service K17. Why spillages and breakages must be reported to the appropriate person K18. Why correct storage procedures must be followed for food and drink stocks K19. The types of unexpected situations that may occur when you are clearing the bar area and how to deal with these		
For Element 2BS1/10.3 Clean and store glassware		
K20. Safe and hygienic working practices when handling glassware, cleaning equipment and materials K21. Why glassware should be handled carefully K22. Why glassware should be cleaned at the correct temperature K23. What the proper procedure is for disposing of broken glass K24. How to maintain glass washing equipment K25. The types of unexpected situations that may occur when you are handling and cleaning glassware and how to deal with these		

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS1/10.1

Prepare customer and service areas

What you must cover

C1 Stocks for drinks service (at least **three** 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 **two** from)

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

C3 Service equipment (at least **four** from)

a) bottle openers/corkscrews
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 **one** from)

a) refrigerated units
b) ice machine

C5 Service areas (at least **three** from)

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 service areas are clean, tidy and ready for service									

 © Pearson Education Limited 2014

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/corkscrews									
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									

 © Pearson Education Limited 2014

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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS1/10.2

Clear customer and service areas

What you must cover

C1 Stocks for drinks service (at least **three** 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 **two** from)

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

C3 Service equipment (at least **four** 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 **one** from)

a) refrigerated units
b) ice machine

C5 Service areas (at least **three** from)

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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: _____

 © Pearson Education Limited 2014

Element 2BS1/10.3

Clean and store glassware

What you must cover

C6 Glassware *(at least **one** 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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 14: Serve alcoholic and soft drinks

Unit code: 2BS2/10

Unit credit: 5

SCQF Unit level: 5

Introduction

This unit is about providing customers with a range of alcoholic and non-alcoholic drinks bottled, draught, cans and cartons and those served by free pouring or optics, for example spirits and liqueurs.

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

- 2BS2/10.1 Take customer orders
- 2BS2/10.2 Serve drinks

 © Pearson Education Limited 2014

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. What the Licensing Objectives are relevant to the country in which you are working K2. Current relevant legislation relating to licensing and weights and measures K3. Why it is important to check glassware for damage K4. Why drinks should be stored at the correct temperature K5. How to deal with violent/disorderly customers K6. Why it is important to offer customers accurate information eg about the strength of drinks and their basic characteristics K7. Why it is important to offer customers accurate information about special offers and promotions K8. What legal measures must be used to serve alcohol and why they must be used K9. What the law is in relation to serving underage drinkers and how this affects bar staff K10. What the law is in relation to the times of day/night that alcohol may be served K11. What symptoms indicate that a customer has drunk excessive amounts and what your legal responsibilities are in relation to this		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For the whole unit		
K12. Under what circumstances must customers not be served with alcohol K13. How to respond to signs that someone might be under the influence of drugs or buying/selling drugs K14. What procedures to follow in response to people smoking in a no smoking area K15. Types of non-routine needs that customers may have and how to deal with these		
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS2/10.1

Take customer orders

What you must cover

C1 Information (at least **two** from)

a) price

b) alcoholic content

c) name and type of drink

d) style characteristics

C2 Drinks (at least **two** 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 **two** from)

a) ice/water

b) food garnishes for drinks

c) decorative items/stirrers

Issue 3 — June 2014 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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: _____

 © Pearson Education Limited 2014

Element 2BS2/10.2

Serve drinks

What you must cover

C4 Drinks (at least **three** from)

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

C5 Customer (at least **one** from)

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

C6 Service style (at least **one** from)

a) at the bar
b) at the table

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2BS2/10.2: 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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 15: 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

 © Pearson Education Limited 2014

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		

 © Pearson Education Limited 2014

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

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS3/10.1

Prepare service area and equipment for serving cocktails

What you must cover

C1 Equipment (at least **five** 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 **three** from)

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

C3 Accompaniments (at least **three** from)

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

Issue 3 — June 2014 © Pearson Education Limited 2014

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 and 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									

 © Pearson Education Limited 2014

Element 2BS3/10.1: Prepare service area and 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) descriptive items									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS3/10.2

Mix and serve cocktails

What you must cover

C4 Information (at least **two** from)

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

C5 Type of cocktail (at least **four** 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 **three** from)

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

C7 Accompaniments (at least **two** from)

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

C8 Equipment (at least **five** 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

 © Pearson Education Limited 2014

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									

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. Serve alcoholic cocktails to permitted people only									

 © Pearson Education Limited 2014

Element SBS3/10.2: 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 SBS3/10.2: 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									

 © Pearson Education Limited 2014

Element SBS3/10.2: 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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 16: 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

 © Pearson Education Limited 2014

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 2BS4/10.1 Prepare service areas, equipment and stock for wine service		
K1. Safe and hygienic working practices when preparing service areas, equipment and stock for wine service K2. What equipment is necessary for different types of wine K3. What glassware is necessary for different types of wine K4. What temperatures different types of wine should be stored and maintained at before service K5. What organisational procedures related to preparing service areas, equipment and stock K6. The types of unexpected situations that may happen when preparing service areas and how to deal with these		
For Element 2BS4/10.2 Determine customer requirements for wine		
K7. Current relevant legislation relating to trade descriptions and licensing legislation when serving wine K8. How to deal with and report customer incidents K9. The importance of maximising sales through up-selling and how to do this K10. How to interpret the wine label information K11. The basic characteristics of the wines available within the establishment K12. How to describe wine characteristics to the customer 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		

 © Pearson Education Limited 2014

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 descriptions 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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS4/10.1

Prepare service areas, equipment and stock for wine service

What you must cover

C1 Service equipment (at least **four** from)

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

C2 Wine (at least **two** from)

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

 © Pearson Education Limited 2014

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 openers									
e) ice buckets/stands									
f) chillers/coolers									
C2 Wine									
a) red									
b) white/rosé									
c) sparkling/semi-sparkling									
d) dessert									

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: _____

 © Pearson Education Limited 2014

Element 2BS4/10.2

Determine customer requirements for wine

What you must cover

C3 Wine list information (at least **three** from)

a) name and type of wine

b) price

c) style characteristics

d) country of origin

C4 Customer needs (at least **one** from)

a) customer taste and style

b) price

c) occasion

d) matching wine to menu items

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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: _____

 © Pearson Education Limited 2014

Element 2BS4/10.3

Present and serve wine

What you must cover

C1 Service equipment (at least **four** from)

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

C2 Wine (at least **three** from)

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

C5 Style of service (at least **two** from)

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

 © Pearson Education Limited 2014

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									
14. Check the wine prior to service									

 © Pearson Education Limited 2014

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:									
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									
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									

 © Pearson Education Limited 2014

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**
C5 Style of service									
a) by the glass									
b) by the bottle									
c) by the carafe/decanter									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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 the risks of mishandling kegs and gas cylinders are 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		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS5/10.1

Maintain cellars

What you must cover

C1 Equipment (at least **two** 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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS5/10.2

Prepare kegs and gas for use

What you must cover

C3 Keg or gas cylinders (at least **three** from)

a) beer

b) cider

c) lager

d) real ales

e) carbon dioxide/mixed gas cylinders

f) bulk gas

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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. Flush the drink dispense lines with water and make sure that cleaned pipes and taps are free from debris, detergent and water									
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):

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: _____

 © Pearson Education Limited 2014

Unit 19: 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

 © Pearson Education Limited 2014

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		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS7/10.1

Prepare work area and equipment for service

What you must cover

C1 Preparation equipment (at least **one** from)

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

C2 Service equipment (at least **two** from)

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

C3 Other equipment (at least **one** from)

a) dishwashers
b) fridges/freezers
c) thermometers

C4 Drinks (at least **two** from)

a) coffee
b) hot chocolate
c) tea

C5 Drink ingredients (at least **three** 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 **two** from)

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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) teapots									
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									

 © Pearson Education Limited 2014

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**
C6 Drink accompaniments									
a) sugar									
b) milk									
c) dusting/topping powder									
d) cream									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS7/10.2

Prepare and serve hot drinks

What you must cover

C2 Service equipment (at least **two** from)

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

C4 Drinks (at least **two** from)

a) coffee
b) hot chocolate
c) tea

C5 Drink ingredients (at least **three** 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 **two** from)

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

C7 Preparation equipment (at least **one** from)

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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. 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									

 © Pearson Education Limited 2014

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**
C2 Service equipment									
a) cutlery									
b) glassware									
c) crockery									
d) trays									
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									

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**
g) tea bags									
C6 Drink accompaniments									
a) sugar									
b) milk									
c) dusting/topping powder									
d) cream									
C7 Preparation equipment									
a) small vending machines									
b) kettles									
c) urns									
d) coffee pots									
e) teapots									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 20: 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		

 © Pearson Education Limited 2014

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

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS8/10.1

Prepare work area and equipment for service

What you must cover

C1 Preparation equipment (at least **four** from element 1 and at least **three** from element 2)

a) espresso machine

b) cream whipper

c) knock out box

d) bean grinders

e) filter system

f) cafétiere

g) blender

h) steamer

i) urn

C2 Service equipment (at least **two** from)

a) cutlery

b) glassware

c) crockery

d) trays

C3 Other equipment (at least **two** from)

a) dishwashers

b) fridges/freezers

c) thermometers

d) temperature records

C4 Promotional and display material (at least **one** from)

a) menus

b) leaflets

c) posters

Issue 3 — June 2014 © Pearson Education Limited 2014

C5 Drinks (at least **three** from)
a) coffee
b) hot chocolate
c) tea
d) steamed milk drinks
e) iced drinks

C6 Drink ingredients (at least **five** 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 **two** from)
a) sugar
b) dusting/topping powder
c) cream

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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) cafétiere									
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									
c) tea									
d) steamed milk drinks									
e) iced drinks									

 © Pearson Education Limited 2014

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									

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**
C7 Drink accompaniments									
a) sugar									
b) dusting/topping powder									
c) cream									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS8/10.2

Prepare and serve hot drinks

What you must cover

C1 Preparation equipment (at least **four** from Element 1 and at least **three** from Element 2)

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

C2 Service equipment (at least **two** from)

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

C5 Drinks (at least **three** from)

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

C6 Drink ingredients (at least **five** 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

 © Pearson Education Limited 2014

C7 Drink accompaniments (at least **two** from)

a) sugar

b) dusting/topping powder

c) cream

C8 Information (at least **one** from)

a) price

b) relative strength

c) ingredients

d) origin of drink

 © Pearson Education Limited 2014

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 your company style, offering appropriate accompaniments									
10. Clean and maintain preparation and service equipment									

 © Pearson Education Limited 2014

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. Maintain stocks of drink ingredients and accompaniments									

 © Pearson Education Limited 2014

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) cafétiere									
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**
C5 Drinks									
a) coffee									
c) tea									
d) steamed milk drinks									
e) iced drinks (eg frappe/iced tea)									
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									

 © Pearson Education Limited 2014

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**
h) tea									
i) ice									

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**
C7 Drink accompaniments									
a) sugar									
b) dusting/topping powder									
c) cream									
C8 Information									
a) price									
b) relative strength									
c) ingredients									
d) origin of drink									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 21: 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

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS9/10.1

Receive drinks deliveries

What you must cover

C1 Deliveries (at least **four** 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 drinks 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									

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2BS9/10.2

Store and issue drinks stock

What you must cover

C2 Storage conditions (at least **four** from)

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

C3 Drink items (at least **three** from)

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 22: Collect linen and make beds

Unit code: 1HK1/10

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about stripping and making beds, handling linen and bed coverings, and collecting bed coverings and moving them to the rooms.

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

- 1HK1/10.1 Collect clean linen and bed coverings
- 1HK1/10.2 Strip and make beds.

 © Pearson Education Limited 2014

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. Safe lifting and handling techniques and why you should always use them K2. Your organisation's standards for linen and bed coverings K3. Why you should keep soiled linen separate from clean linen		
For Element 1HK1/10.1 Collect clean linen and bed coverings		
K4. Why you must keep your linen and linen store secure K5. Why it is important to check linen to make sure it is clean and up to standard K6. The types of problems that may happen when you are choosing and collecting linen from the linen store, and how to deal with these		
For Element 1HK1/10.2 Strip and make beds		
K7. The correct way to deal with soiled linen K8. The right way to sort different fabrics K9. Your organisation's procedures for making and re-sheeting beds K10. Why it is important to use the right sized linen K11. The types of problems or unexpected situations including customer incidents – that may happen when stripping and making beds and how to deal with these. K12. How to spot and what procedures to use, if encountering bedbugs or other infestations		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1HK1/10.1

Collect clean linen and bed coverings

What you must cover

C1 Linen and bed coverings (at least **five** from)

a) sheets
b) blankets/duvets
c) bedspreads/throws
d) pillow cases/sheets
e) waterproof sheets
f) valances
g) mattress protectors
h) duvets/pillows
i) bathroom linen

 © Pearson Education Limited 2014

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. Choose and collect the linen and bed coverings that you need for your work schedule									
2. Make sure the linen and bed coverings meet your organisation's standards									
3. Handle and move the linen and bed coverings safely									
4. Keep your linen store safe and secure									

 © Pearson Education Limited 2014

Element 1HK1/10.1: Collect clean linen and bed coverings									
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 Linen and bed coverings									
a) sheets									
b) blankets/duvets									
c) bedspreads/throws									
d) pillow cases/sheets									
e) waterproof sheets									
f) valances									
g) mattress protectors									
h) duvets/pillows									
i) bathroom linen									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1HK1/10.2

Strip and make beds

C2 Linen and bed coverings (at least **five** from)

a) sheets
b) blankets/duvets
c) bedspreads/throws
d) waterproof sheets
e) valances
f) mattress protectors
g) duvets/pillows
h) pillowcases/sheets

C3 Beds (at least **one** from)

a) double/single beds
b) cots/folding beds
c) zip and link
d) sofa beds

C4 Customer (at least **one** from)

a) new
b) stay over

 © Pearson Education Limited 2014

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. Strip all linen and bed covering from the beds									
6. Handle and store soiled linen and bed coverings correctly									
7. Get the bed ready for making									
8. Make sure the bed base, bed head, linen and bed coverings are clean and not damaged									
9. Make the bed to premises' standards with the correct linen and bed coverings									

 © Pearson Education Limited 2014

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. Leave the bed neat, smooth and ready for use									
11. Deal with customers' personal property according to your organisation's procedures									

 © Pearson Education Limited 2014

Element 1HK1/10.2: Strip and make beds									
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 Linen and bed coverings									
a) sheets									
b) blankets/duvets									
c) bedspreads/throws									
d) waterproof sheets									
e) valances									
f) mattress protectors									
g) duvets/pillows									
h) pillowcases/sheets									
C3 Beds									
a) double/single beds									
b) cots/folding beds									
c) zip and link									
d) sofa beds									

Element 1HK1/10.2: Strip and make beds									
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 Customer									
a) new									
b) stayover									

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: _____

 © Pearson Education Limited 2014

Unit 23: Clean windows from the inside

Unit code: 1HK2/10

Unit credit: 2

SCQF Unit level: 4

Introduction

This unit is about cleaning the inside surfaces of windows, using appropriate cleaning equipment and materials. The unit does not require you to work above hand reach height.

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

- 1HK2/10.1 Prepare to clean windows from the inside
- 1HK2/10.2 Clean the inside surfaces of windows.

 © Pearson Education Limited 2014

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 windows K2. How frequently windows should be cleaned in your organisation K3. Why you should wear protective clothing when cleaning K4. Why you should not mix cleaning materials K5. Why you should follow manufacturers' instructions when using cleaning equipment and materials K6. The types of problems you might come across when cleaning windows and how to deal with these K7. What to do if window areas are above hand reach height		
For Element 1HK2/10.1 Prepare to clean windows from the inside		
K8. Why it is important to prepare windows and surrounding areas for cleaning K9. Why you should identify and report any loose or damaged surfaces K10. The types of equipment and materials you should use for loose dirt and dirt that is hard to remove		
For Element 1HK2/10.2 Clean the inside surfaces of windows		
K11. Why you should report any dirt that you cannot remove K12. Why you should leave frames and sills dry		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1HK2/10.1

Prepare to clean windows from the inside

What you must cover

C1 Preparation of work area (at least **two** from)

a) use of protective clothing

b) put up hazard warning signs

c) protect surrounding areas

C2 Surfaces (**both**)

a) windows

b) window frames

C3 Cleaning equipment and materials (at least **two** from)

a) cloths

b) cleaning chemicals

c) squeegees

C4 Dirt (at least **one** from)

a) loose dirt

b) dirt that is hard to remove

 © Pearson Education Limited 2014

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 your working area and equipment									
2. Inspect the surface to be cleaned									
3. Identify any damaged or loose surfaces									
4. Report damaged or loose surfaces to the relevant person and ask for advice									
5. Choose cleaning materials and methods that are appropriate to your work schedule, the type of dirt and the surface you are going to clean									

 © Pearson Education Limited 2014

Element 1HK2/10.1: Prepare to clean windows from the inside									
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 of work area									
a) use of protective clothing									
b) put up hazard warning signs									
c) protect surrounding areas									
C2 Surfaces									
a) windows									
b) window frames									
C3 Cleaning equipment and materials									
a) cloths									
b) cleaning chemicals									
c) squeegees									

Element 1HK2/10.1: Prepare to clean windows from the inside									
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 Dirt									
a) loose dirt									
b) dirt that is hard to remove									

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: _____

 © Pearson Education Limited 2014

Element 1HK2/10.2

Clean the inside surfaces of windows

What you must cover

C2 Surfaces (**both**)

a) windows

b) frames

C4 Dirt (at least **one** from)

a) loose dirt

b) dirt that is hard to remove

 © Pearson Education Limited 2014

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. Apply the cleaning agent to the surface in a controlled way, following the manufacturer's instructions and recommendations									
7. Loosen dirt that is stuck on to the surface without causing damage									
8. Clean thoroughly and remove any dirt without damaging the surface									
9. Report any dirt that you cannot remove to the relevant person									
10. Leave windows and glass dry and smear free									

Issue 3 — June 2014 © Pearson Education Limited 2014

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. Make sure that frames and sills are dry									
12. Put the work area back as you found it									

Element 1HK2/10.2: Clean the inside surfaces of windows									
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 Surfaces									
a) windows									
b) window frames									
C4 Dirt									
a) loose dirt									
b) dirt that is hard to remove									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 24: Clean and service a range of areas

Unit code: 2HK1/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about daily cleaning routines. It covers cleaning toilet and bathroom areas, floors, walls and mirrors. It also covers cleaning furnished areas and disposing of both hazardous and non-hazardous waste.

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

- 2HK1/10.1 Clean and service toilet and bathroom areas
- 2HK1/10.2 Clean and service furnished areas
- 2HK1/10.3 Dispose of waste.

What some of the word in this unit mean

Protective clothing, for example uniform and gloves

Hazardous waste, for example chemicals and sharp objects

Non-hazardous waste, for example paper

 © Pearson Education Limited 2014

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. What to do if customers are present when you are cleaning rooms. K2. Why it is important to prepare the area and yourself before cleaning and disposing of waste K3. The types of items in bathrooms and bedrooms that may need maintenance and repair K4. Why it is important to report items needing repair and who to report them to K5. Types of records you may need to keep in relation to cleaning K6. Why the work area needs to be inspected on completion		
For Element 2HK1/10.1 Clean and service toilet and bathroom areas		
K7. Your organisation's standards for cleaning toilet and bathroom areas K8. Why hazard signs are sometimes needed in preparing the work area K9. What materials and equipment are used for cleaning different areas of the bathroom and how to choose the correct one K10. The types of unexpected situations that may happen when you are cleaning bathrooms and toilets and how to deal with these		
For Element 2HK1/10.2 Clean and service furnished areas		
K11. Your organisation's standards for cleaning in furnished areas K12. Safe lifting and carrying techniques and why you should always use these K13. What materials and equipment are used for cleaning different furnished areas and how to choose the correct one K14. Why certain areas need to be kept secure from unauthorised access K15. The types of unexpected situations that may happen when you are cleaning furnished areas and how to deal with these		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For Element 2HK1/10.3 Dispose of waste		
K16. How to identify different types of waste and how different types of waste should be disposed of K17. What materials and equipment are used for waste disposal K18. The types of problems and unexpected situations that may happen when you are disposing of waste and how to deal with these		

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK1/10.1

Clean and service toilet and bathroom areas

What you must cover

C1 Preparations (at least **one** from)

a) use of protective clothing

b) put up hazard warning signs

c) protect surrounding areas

 © Pearson Education Limited 2014

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 bathroom and toilet area for cleaning									
2. Choose the correct cleaning equipment and materials for each part of the toilet and bathroom area									
3. Clean the toilet and surrounding areas correctly									
4. Clean the bathroom appliances and surrounding areas correctly									

 © Pearson Education Limited 2014

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. Clean the floors, walls, mirrors and other areas correctly and leave the whole area tidy									
6. Identify and report anything that needs maintenance or repair									
7. When required, complete and pass on any records of your work									
8. Carry out a final check of the area to make sure it will satisfy the customer									

 © Pearson Education Limited 2014

Element 2HK1/10.1: Clean and service toilet and bathroom 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 Preparations									
a) use of protective clothing									
b) put up hazard warning signs									
c) protect surrounding areas									

Additional evidence (if applicable):

700

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK1/10.2
Clean and service furnished areas

What you must cover

C2 Preparations (at least **one** from)
a) use of protective clothing
b) use hazard warning signs
c) protect vulnerable surrounding areas

 © Pearson Education Limited 2014

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. Prepare furnished areas for cleaning									
10. Choose the correct cleaning equipment and materials for each part of the area									
11. Clean the floor covering according to workplace procedures									
12. Clean the furniture according to workplace procedures									
13. Clean mirrors, wall coverings and any other surfaces and leave the whole area tidy									

 © Pearson Education Limited 2014

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. Identify and report anything that needs maintenance or repair									
15. Complete and pass on any records of your work correctly									
16. Carry out a final check of the area to make sure it will satisfy the customer									

 © Pearson Education Limited 2014

Element 2HK1/10.2: Clean and service furnished 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**
C2 Preparations									
a) use of protective clothing									
b) use hazard warning signs									
c) protect vulnerable surrounding areas									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK1/10.3

Dispose of waste

What you must cover

C1 Waste (at least **one** from)
a) hazardous waste
b) non-hazardous waste

C2 Collection methods (at least **two** from)
a) external collection
b) incineration/compression
c) recycling

 © Pearson Education Limited 2014

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. Wear appropriate clothing									
18. Prepare the waste for despatch, making sure you handle it carefully									
19. Sanitise the waste containers following your workplace procedures									

Element 2HK1/10.3: Dispose of waste									
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 Waste									
a) hazardous waste									
b) non-hazardous waste									
C2 Collection methods									
a) external collection									
b) incineration/ compression									
c) recycling									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 25: Work using different chemicals and equipment

Unit code: 2HK2/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about choosing the right cleaning chemicals, using the chemicals correctly and disposing of them safely. This unit also covers using manual equipment (such as wet mops, dry mops, dusters and buckets) and electrical equipment (such as suction cleaners and spray extractors).

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

- 2HK2/10.1 Work using different chemicals
- 2HK2/10.2 Work using manual equipment
- 2HK2/10.3 Work using electrical equipment

What some of the words in this unit mean

Protective clothing

For example gloves and overalls

Relevant documentation

Any records of the use of chemicals required in your organisation

 © Pearson Education Limited 2014

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. Basic legal requirements relating to safe working practices when using cleaning chemicals K2. The warning signs used on cleaning chemical containers and what they mean		
For Element 2HK2/10.1 Work using different chemicals		
K3. How to select appropriate chemicals for the full range of cleaning jobs in this element K4. Why it is important to wear protective clothing when using chemicals K5. Why it is dangerous to mix certain types of chemicals together K6. Why it is important to follow manufacturers' instructions on cleaning chemicals K7. What might happen if you do not follow the relevant legal requirements for this sort of work K8. Why work routines and sequences need to be followed K9. What preparations should be made to the work area before using chemicals K10. Documents you need to complete when using chemicals K11. The types of problems and unexpected situations that may happen when you are preparing and using chemicals, and how to deal with these		
For Element 2HK2/10.2 Work using manual equipment		
K12. Basic legal requirements relating to safe working practices when using manual cleaning equipment K13. How to choose manual cleaning equipment for the types of cleaning you carry out K14. Why it is important to follow the manufacturer's instructions for manual equipment K15. Why the equipment should be cleaned and stored correctly after use K16. The types of problems and unexpected situations that may happen when you are preparing and using manual cleaning equipment and how to deal with these		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For Element 2HK2/10.3 Work using electrical equipment		
K17. Current relevant legislation relating to safe working practices when using cleaning chemicals and electrical equipment K18. The main dangers when using electrical equipment and how to avoid these K19. Safe handling and lifting techniques K20. Why safe carrying and lifting techniques should be used K21. What factors need to be taken into account when using electrical equipment K22. The types of problems and unexpected situations that may happen when you are preparing and using electrical cleaning equipment and how to deal with these		

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK2/10.1

Work using different chemicals

What you must cover

C1 Chemicals (at least t**hree** from)

a) multi-surface cleaner

b) toilet cleaner

c) glass cleaner

d) air freshener

e) polish

f) sanitizer

g) other

 © Pearson Education Limited 2014

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. Choose the right chemicals for the area you are going to clean									
2. Wear the appropriate protective clothing									
3. Prepare and use the chemicals in line with the manufacturers' instructions, using the correct equipment									
4. Store the chemicals securely									
5. Complete any relevant documentation in line with your organisation's procedures									

Element 2HK2/10.1:Work using different chemicals									
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 Chemicals									
a) multi-surface cleaner									
b) toilet cleaner									
c) glass cleaner									
d) air freshener									
e) polish									
f) sanitizer									
g) other									

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: _____

 © Pearson Education Limited 2014

Element 2HK2/10.2

Work using manual equipment

What you must cover

C2 Equipment (at least **five** from)

a) mop systems for wet use

b) mop systems for dry use

c) colour-coded cloths

d) duster

e) bucket

f) sponge/non-abrasive pad

g) brushes

h) dustpan

i) abrasive pad

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. Choose the correct piece of equipment for the area that you are going to clean									
7. Prepare the area for cleaning									
8. Use the equipment safely, correctly and where appropriate using appropriate chemicals									
9. Leave the area clean and tidy and free from debris									
10. Store equipment in line with your organisation's procedures									

 © Pearson Education Limited 2014

Element 2HK2/10.2: Work using manual equipment									
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 Equipment									
a) mop systems for wet use									
b) mop systems for dry use									
c) colour-coded cloths									
d) duster									
e) bucket									
f) sponge/non-abrasive pad									
g) brushes									
h) dustpan									
i) abrasive pad									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK2/10.3
Work using electrical equipment

What you must cover

C3 Equipment (at least **one** from)
a) vacuum cleaners
b) suction dryers
c) polishers/burnishers
d) scrubbers
e) spray extractors

C4 Attachments (at least **two** from)
a) hard/soft floor attachments
b) upholstery attachments
c) brushes/pads
d) crevice tools
e) spray extractors/nozzles
f) hoses

C5 Chemicals (at least **two** from)
a) carpet shampoo
b) foam inhibitor
c) spray polish
d) floor maintainer
e) floor stripper
f) degreasers
g) greasy stain removers
h) non-greasy stain removers
i) cleaning granules

 © Pearson Education Limited 2014

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. Choose the correct equipment and chemicals for the area you are going to clean									
12. Check that the equipment is safe to use									
13. Select and use the correct attachments for the equipment									
14. Use the equipment, attachments and chemicals in line with manufacturers' instructions									
15. Store the equipment and attachments correctly and in line with the manufacturers' instructions									

 © Pearson Education Limited 2014

Element 2HK2/10.3: Work using chemical equipment									
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 Equipment									
a) vacuum cleaners									
b) suction dryers									
c) polishers/burnishers									
d) scrubbers									
e) spray extractors									
C4 Attachments									
a) hard/soft floor attachments									
b) upholstery attachments									
c) brushes/pads									
d) crevice tools									
e) spray extractors/nozzles									
f) hoses									

 © Pearson Education Limited 2014

Element 2HK2/10.3: Work using chemical equipment									
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 Chemicals									
a) carpet shampoo									
b) foam inhibitor									
c) spray polish									
d) floor maintainer									
e) floor stripper									
f) degreasers									
g) greasy stain removers									
h) non-greasy stain removers									
i) cleaning granules									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 26: Maintain housekeeping supplies

Unit code: 2HK3/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about receiving housekeeping supplies and checking for any discrepancies in deliveries. It also covers storing housekeeping supplies correctly and issuing the right supplies to other staff.

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

- 2HK3/10.1 Receive and check housekeeping supplies
- 2HK3/10.2 Store and issue housekeeping supplies

What some of the words in this unit mean

Internal suppliers

For example, from other departments in your organisation

Receiving areas

Anywhere in your workplace where you receive deliveries

Pest infestations

For example, rats, mice, cockroaches

 © Pearson Education Limited 2014

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. Basic legal requirements relating to safe working practices when handling housekeeping supplies		
For Element 2HK3/10.1 Receive and check housekeeping supplies		
K2. Why you should not accept damaged goods and what you should do if they are delivered K3. Safe lifting and handling techniques and why they are important K4. Why it is important to keep receiving areas clean and tidy K5. Why receiving areas need to be secure from unauthorised access K6. What procedures to follow when you identify discrepancies in deliveries/delivery documentation K7. What procedures to follow when handling and transporting goods safely to storage areas		
For Element 2HK3/10.2 Store and issue housekeeping supplies		
K8. Why storage conditions are important and what effect they have on housekeeping supplies K9. What procedures to follow to correctly and safely store goods K10. Why it is important to store housekeeping supplies under the correct conditions including being clean and tidy K11. Why storage areas need to be secured from unauthorised access K12. What procedures to follow to proof storage areas for pest infestation K13. Why a constant stock of housekeeping supplies should be maintained		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For Element 2HK3/10.2 Store and issue housekeeping supplies		
K14. What the minimum and maximum stock levels are K15. Why it is important to maintain accurate and complete records of items received, stored and issued K16. Why correct stock rotation procedures are important K17. Why it is important to separate different kinds of stock, for example food and chemicals K18. The types of problems and unexpected situations that may happen when you are storing goods and how to deal with these		

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK3/10.1

Receive and check housekeeping supplies

What you must cover

C1 Deliveries (at least **one** from)

a) external suppliers

b) internal suppliers

C2 Housekeeping supplies (at least **two** from)

a) equipment

b) materials

c) customer supplies

 © Pearson Education Limited 2014

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. Receive deliveries of housekeeping supplies and check that they are not damaged and are within their use-by-date									
2. Make sure that deliveries match orders and delivery notes									
3. Complete delivery documents accurately									
4. Handle and move housekeeping supplies to storage areas safely and without damage or loss									
5. Keep receiving areas clean, tidy, hygienic and secure									

 © Pearson Education Limited 2014

Element 2HK3/10.1: Receive and check housekeeping supplies									
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) external suppliers									
b) internal suppliers									
C2 Housekeeping supplies									
a) equipment									
b) materials									
c) customer supplies									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK3/10.2

Store and issue housekeeping supplies

What you must cover

C2 Housekeeping supplies (at least **two** from)

a) equipment

b) materials

c) customer supplies

C3 Storage conditions (at least **three** from)

a) lighting

b) ventilation

c) temperature

d) cleanliness

 © Pearson Education Limited 2014

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 housekeeping supplies under the correct storage conditions									
7. Issue housekeeping supplies, ensuring that they are handled in line with manufacturers' instructions									
8. Follow stock rotation and issuing procedures									
9. Report low levels of housekeeping supplies to the appropriate member of staff									

 © Pearson Education Limited 2014

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. Keep storage areas clean, tidy and hygienic, reporting signs of pest infestation immediately									
11. Secure storage areas against unauthorised access									
12. Refer all tasks outside your area of responsibility to the appropriate member of staff									

Element 2HK3/10.2: Store and issue housekeeping supplies									
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 Housekeeping supplies									
a) equipment									
b) materials									
c) customer supplies									
C3 Storage conditions									
a) lighting									
b) ventilation									
b) Temperature									
c) Cleanliness									

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: _____

 © Pearson Education Limited 2014

Unit 27: Clean, maintain and protect hard floors

Unit code: 2HK4/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about cleaning, maintaining and protecting semi-hard floors using manual equipment such as brushes, mops and vacuum cleaners. It covers assessing the amount of cleaning that is required, the most suitable cleaning agents and the necessary cleaning equipment.

It is also about employing the correct process when cleaning by removing ground-in dirt before applying the appropriate treatment and ensuring, when your work is complete, that the area is left dry.

It also covers the application of protective coatings, burnishing the floor using appropriate electrical equipment and then reinstating the work area when you have finished.

This unit consists of three elements:

- 2HK4/10.1 Prepare to maintain hard floors
- 2HK4/10.2 Clean hard floors
- 2HK4/10.3 Protect hard floors

This unit is Unit C2 13 in the Asset Skills suite of standards.

 © Pearson Education Limited 2014

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 2HK4/10.1 Prepare to maintain hard floors		
K1. Examples of hard and semi-hard floors K2. How to prepare for cleaning hard floors K3. The level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene K4. Why it is necessary to remove your personal items and where they should be stored during cleaning K5. Organisational health and safety instructions and why these should be checked against workplace procedures K6. Why there are checks and restrictions in place for the use of deep cleaning equipment and why these must be adhered to K7. What might happen if you do not take the right safety measures K8. What colour coding means and why it is important K9. The factors that will affect how you clean the floor		
For Element 2HK4/10.2 Clean hard floors		
K10. Why you should clear large items of debris by hand first of all K11. Safe handling techniques for large items of debris K12. Different methods of removing loose dust and debris and how to choose the right one K13. The correct container in which to put dust and debris K14. How to identify different types of spillage		

 © Pearson Education Limited 2014

For Element 2HK4/10.2 Clean hard floors		
K15. Why it is important to report any spillages you cannot identify and body fluids and not clear these up until you have instructions K16. Different methods of removing spillages and how to choose the right one K17. The available methods of treatment and the most effective and economical to use K18. How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments K19. The circumstances under which equipment and surfaces should be pre-treated K20. Why treatments should be applied to surfaces evenly and the effects of not doing this K21. Why it is important to report any stains that cannot be removed K22. Why it is important to dispose of left over cleaning solutions correctly and how to do so K23. Why the floor must be left free of ground-in soil and protective coatings and what might happen if it is not K24. The importance of leaving the floor neutralised and what might happen if it is not		
For Element 2HK4/10.3 Protect hard floors		
K25. The range of protective coatings available and how to choose one that is right for the floor surface K26. How to decide what is the right number of protective coatings K27. How to apply the coating evenly and systematically and why K28. How to burnish the floor systematically, obtaining the required degree of shine K29. How to dispose of unused protective coatings correctly K30. The importance of putting things back as you found them		

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK4/10.1: Prepare to maintain hard floors

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 your working area and your equipment so that you can do the job efficiently, correctly and safely									
2. Ensure your level of personal hygiene meets the business standards and is maintained throughout the cleaning process									
3. Ensure that the required personal protective equipment is available for use and is used when undertaking cleaning of floors									

 © Pearson Education Limited 2014

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. Identify the correct equipment/work area for treatment and decide on the most effective and economical treatment to provide									
5. Identify and report damaged or deteriorating surfaces and/or those which may require restorative work									
6. Look for and note any factors that will affect how you clean the floor									

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. Note any standards that need to be applied to the work other than your supervisor's instructions, for example instructions held by the customer relative to the surface you are to treat or any slip resistance factor you must restore									
8. Make sure there is enough ventilation in the work area for your comfort when carrying out cleaning and to aid any drying process									
9. Choose equipment and cleaning agents that are right for the floor, the amount of ground-in soil and the protective coating									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK4/10.2: Clean hard floors

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. Safely clear any large items of debris by hand first of all									
11. Remove the loose dust and debris carefully and safely without causing the dust to spread									
12. Report any bodily fluid or other spillages that you cannot identify to the person in charge, and only clear them up when they tell you									
13. Choose a method of clearing up the spillage that is right for the floor and the size and type of spillage									

 © Pearson Education Limited 2014

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. Soften ground-in soil and stains before trying to remove them									
15. Carry out test cleans in an area where marks are least likely to be noticed									
16. Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the surface									
17. Report any stains that you cannot remove									
18. Leave the floor free of ground-in soil and protective coating, neutralised, dry and free of smears									

 © Pearson Education Limited 2014

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:									
19. Put the area back as you found it									
20. Dispose of any unused cleaning treatments and waste products according to workplace guidelines									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK4/10.3 Protect hard floors

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. Choose a protective coating and equipment that is right for the floor surface									
22. Apply the required number of protective coatings evenly and systematically, following manufacturer's instructions									
23. Leave the floor dry, with an even finish									
24. Leave the floor free of dust									

Issue 3 — June 2014 © Pearson Education Limited 2014

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:									
25. Dispose of any unused materials correctly and put everything back in the right place									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 28: Clean and maintain soft floors and furnishings

Unit code: 2HK5/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about cleaning soft floors or furnishings, including the removal of stains and applying independent treatments to carpets and soft furnishings.

This unit covers a range of specialist methods including: dry suction, pile agitation, bonnet mopping absorption, dry powder extraction, water extraction, dry solvent application, shampooing and pile realignment.

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

- 2HK5/10.1 Prepare to maintain soft floors or furnishings
- 2HK5/10.2 Maintain soft floors and furnishings

This unit is Unit C2 14 in the Asset Skills suite of standards.

 © Pearson Education Limited 2014

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. Why it is important to have an up-to-date cleaning specification and from whom it can be obtained K2. The level of personal hygiene required for the area in which you are working and why it is important to maintain personal hygiene K3. Why it is necessary to remove your personal items and where they should be stored during cleaning K4. Why there are checks and restrictions in place for the use of deep cleaning equipment and why these must be adhered to K5. Organisational health and safety instructions and why these should be checked against workplace procedures K6. The available methods of treatment and the most effective and economical to use K7. How to assess whether the material is suitable for the planned treatment and what factors to take into account		
For Element 2HK5/10.1 Prepare to maintain soft floors or furnishing		
As for whole unit		

 © Pearson Education Limited 2014

Knowledge	Type of evidence	Date
For Element 2HK5/10.2 Maintain soft floors or furnishings		
K8. Why it is important to remove superficial dust and debris before commencing the deep cleaning process K9. How to soften ground-in soil and/or stains, when it is soft enough and why it is necessary and important to do this K10. How to identify the most appropriate place to carry out test cleans and why this should be done before applying treatments K11. The circumstances under which equipment and surfaces should be pre-treated K12. Why treatments should be applied to materials evenly and the effects of not doing this K13. How to clean methodically, how you can reduce spreading dust and why this is important K14. How to avoid damaging the surface and the possible results of damaging the surface K15. Why it is important to take precautions in cleaning unsecured items such as rugs K16. The dangers of working at height using stepladders and how to do so safely K17. Why it is important to remove any excess moisture		

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK5/10.1:Prepare to maintain soft floors or furnishing

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. Ensure your level of personal hygiene meets the standards of the specification and is maintained throughout the cleaning process									
2. Identify the correct material for treatment and decide on the most effective and economical treatment to provide									
3. Examine the material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling									

 © Pearson Education Limited 2014

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. Identify whether the material is colourfast and shrink-resistant									
5. Identify and report damaged or deteriorating surfaces and/or those which may require restorative work									
6. Look for and note any factors that will affect how you clean the material									
7. Note any standards that need to be applied to the work other than your supervisor's instructions, for example instructions held by the customer relative to the material you are to treat									

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 there is enough ventilation in the work area for your comfort when carrying out deep cleaning and to aid any drying process									
9. Move portable objects which may get in the way while you are working									
10. Prepare your working area and your equipment so that you can do the job efficiently, correctly and safely									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK5/10.2 : Maintain soft floors or furnishings

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. Remove dust and debris before you apply the cleaning agent or treatment									
12. Soften ground-in soil and stains before trying to remove them									
13. Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the material									
14. Examine the treated area and apply more treatment if it will help to remove the stain safely									

 © Pearson Education Limited 2014

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:									
15. Make sure that surfaces have an even appearance when you have finished your work									
16. Leave the material free of excess moisture and ground-in soil when you have finished									
17. Put everything back as you found it									
18. Dispose of waste away according to workplace guidelines									
19. Tell the relevant person about any stains you cannot remove									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 29: Provide a linen service

Unit code: 2HK6/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about taking delivery of linen supplies, checking deliveries and completing any relevant forms. The unit also covers storing linen under the correct conditions and using stock rotation procedures.

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

- 2HK6/10.1 Receive and check clean linen
- 2HK6/10.2 Store and issue clean linen

What some of the words in this unit mean

Internal linen supply

For example, from other departments in your organisation

Pest infestation

For example, bedbugs, rats, mice, cockroaches

Receiving area

Anywhere in your workplace where you receive deliveries

 © Pearson Education Limited 2014

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. Current relevant legislation relating to safe working practices when handling and storing linen		
For Element 2HK6/10.1 Receive and check clean linen		
K2. Why you should not accept damaged goods K3. What procedures you should follow if the amount delivered does not match orders and delivery notes K4. What procedures you should follow if the linen delivered does not meet the required standards of presentation K5. What you should do if you spot bedbugs or other infestation in clean linen K6. Why you should keep receiving areas clean, tidy and free from rubbish K7. Why you should check that linen you receive is correctly folded		
For Element 2HK6/10.2 Store and issue clean linen		
K8. Why storage conditions are important and what effect they have on linen items in storage K9. What procedures you should follow to store linen K10. Why stock rotation procedures are important K11. What procedures you should follow to issue linen items to staff K12. Why you should maintain accurate records of clean linen items received, stored and issued K13. Why it is important to secure linen stores against unauthorised access K14. What procedures you should follow to make sure pest infestation does not occur K15. What you should do if you identify pest infestation K16. The types of problems that may happen when storing linen, and how you should deal with these		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK6/10.1

Receive and check clean linen

What you must cover

C1 Deliveries (at least **one** from)

a) internal linen supply

b) external linen supply

C2 Presentation requirements (at least **three** from)

a) clean

b) free from stains

c) free from fabric damage

d) folded correctly

 © Pearson Education Limited 2014

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 deliveries of linen supplies to ensure that they match orders and delivery notes									
2. Complete delivery documentation accurately									
3. Report any discrepancies with deliveries to the appropriate member of staff									
4. Move clean linen safely to the storage area									

 © Pearson Education Limited 2014

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. Check linen meets presentation requirements and report any discrepancies to the appropriate member of staff									
6. Keep receiving areas clean, tidy, hygienic and secure									

Element 2HK6/10.1: Receive and check clean items									
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) internal linen supply									
b) external linen supply									
C2 Presentation requirements									
a) clean									
b) free from stains									
c) free from fabric damage									
d) folded correctly									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK6/10.2

Store and issue clean linen

What you must cover

C3 Conditions (at least **three** from)

a) lighting

b) ventilation

c) temperature

d) cleanliness

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. Store linen supplies under the correct conditions									
8. Follow stock rotation procedures									
9. Issue the correct type and quantity of linen to staff									
10. Keep accurate and complete records of items received, stored and issued									
11. Report signs of missing stock immediately									
12. Keep storage areas clean, dry and secure									
13. Report signs of pest infestation immediately									

 © Pearson Education Limited 2014

Element 2HK6/10.2: Store and issue clean linen									
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 Conditions									
a) lighting									
b) ventilation									
c) temperature									
d) cleanliness									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

 © Pearson Education Limited 2014

Unit 30: Carry out periodic room servicing and deep cleaning

Unit code: 2HK7/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about carrying out periodic deep cleaning of hotel rooms. It covers activities such as turning mattresses, changing curtains, high dusting, cleaning carpet edges, skirting boards and paintwork.

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

- 2HK7/10.1 Carry out periodic room servicing
- 2HK7/10.2 Carry out periodic deep cleaning

What some of the words in this unit mean

Protective clothing
For example, protective clothing

High dusting
For example, lampshades, light bulbs, picture rails

Specialist maintenance
For example, replacing faulty items

Soft furnishings
Including blankets and bedspreads

Curtains and drapes
Including net curtains and shower curtains

 © Pearson Education Limited 2014

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 schedule for periodic room servicing and deep cleaning in your organisation K2. Why it is important to follow this schedule K3. Why the work area needs to be inspected on completion K4. Your organisation's quality standards for the appearance and cleanliness of rooms K5. Areas and items that may need specialist maintenance and how to report these		
For Element 2HK7/10.1 Carry out periodic room servicing		
K6. How to identify items that need replacing and obtain the correct items K7. The correct procedures for dealing with items you have replaced		
For Element 2HK7/10.2 Carry out periodic deep cleaning		
K8. The preparations that you need to carry out for periodic deep cleaning and why these are important K9. The equipment and materials that you need for periodic deep cleaning and how to obtain them K10. How to use the equipment and materials efficiently and safely K11. Health and safety requirements for high dusting		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK7/10.1

Carry out periodic room servicing

What you must cover

C1 Periodic room servicing (at least **one** from)

a) turning mattresses

b) changing curtains and drapes

c) changing other soft furnishings as required

 © Pearson Education Limited 2014

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 have the necessary information about the schedule and requirements for periodic room servicing									
2. Obtain the necessary stock to replace items in the room									
3. Carry out the required periodic room servicing									
4. Leave the room in the required condition									
5. Follow the correct procedures for items you have replaced									
6. Identify and report anything that needs specialist maintenance									

 © Pearson Education Limited 2014

Element 2HK7/10.1: Carry out periodic room servicing									
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 Periodic room servicing									
a) turning mattresses									
b) changing curtains and drapes									
c) changing other soft furnishings as required									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2HK7/10.2

Carry out periodic deep cleaning

What you must cover

C2 Preparations (at least **two** from)

a) use of appropriate protective clothing

b) move furniture to clean underneath

c) protect vulnerable surrounding areas

C3 Periodic deep cleaning (at least **five** from)

a) high dusting

b) vacuum under furniture and carpet edges

c) clean shower rails, plug traps, drains, gulleys and behind pedestals

d) clean pull cords, plugs and switches

e) clean skirting boards and other paintwork

f) clean air vents and extractors

Issue 3 — June 2014 © Pearson Education Limited 2014

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. Make sure you have the necessary information about the schedule and requirements for periodic deep cleaning									
8. Prepare areas for periodic deep cleaning									
9. Choose the correct cleaning equipment and materials for each part of the area									
10. Carry out periodic deep cleaning as required									
11. Leave the room in the required condition									
12. Identify and report any items that need specialist maintenance									

 © Pearson Education Limited 2014

Element 2HK7/10.2: Carry out periodic deep cleaning									
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 Preparations									
a) use of appropriate protective clothing									
b) move furniture to clean underneath									
c) protect vulnerable surrounding areas									
C3 Periodic deep cleaning									
a) high dusting									
b) vacuum under furniture and carpet edges									
c) clean shower rails, plug traps, drains, gulleys and behind pedestals									
d) clean pull cords, plugs and switches									

 © Pearson Education Limited 2014

Element 2HK7/10.2: Carry out periodic deep cleaning									
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**
e) clean skirting boards and other paintwork									
f) clean air vents and extractors									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 31: Deal with communications as part of the reception function

Unit code: 2FOH1/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about dealing with incoming communications for example taking telephone calls and emails taking accurate messages and passing them on. It also covers dealing with outgoing communications – for example making telephone calls and leaving messages where appropriate.

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

- 2FOH1/10.1 Deal with incoming communications
- 2FOH1/10.2 Deal with outgoing communications.

What some of the words in this unit mean

Communicating in a way that gives a positive impression

For example, by speaking clearly, avoiding jargon and slang, by avoiding spelling mistakes and simple grammatical errors.

 © Pearson Education Limited 2014

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 range of methods you can use to communicate with other organisations and people K2. How to use the communications equipment in your organisation K3. Your organisation's style when communicating with other organisations and people K4. Why it is important to deal with everyone you communicate with politely and helpfully K5. The type of unexpected situations and problems that may occur when communicating with others and how to deal with these K6. Why it is important to give only accurate and non-confidential information		
For Element 2FOH1/10.1 Deal with incoming communications		
K7. Your organisation's standards for answering telephone calls and why these are important K8. Why it is important to identify people who make enquiries and establish their needs K9. Why it is important to relay messages promptly to those concerned and the procedures that you should follow		
For Element 2FOH1/10.2 Deal with outgoing communications		
K10. Why it is important to identify yourself and explain the purpose of making contact K11. Why it is important to give only accurate and non-confidential information K12. Why it is important to communicate clearly, using a tone and pace which can be easily understood K13. How to communicate both orally and in writing, in a way that gives a positive impression of you and your organisation		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH1/10.1

Deal with incoming communications

What you must cover

C1 Communications (at least t**wo** from)

a) by telephone

b) by letter or fax

c) using email

C2 Enquiries (**both**)

a) those you can deal with yourself

b) those that need to be passed/transferred to another person/department

 © Pearson Education Limited 2014

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 communications promptly, politely and in line with your organisation's style									
2. Identify the person, find out what their needs are and deal with these correctly									
3. Answer enquiries accurately without giving any confidential information									
4. Record clear and accurate messages and pass them on as requested									
5. Deal correctly with any problems									

 © Pearson Education Limited 2014

Element 2FOH1/10.1: Deal with incoming communications									
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 Communications									
a) by telephone									
b) by letter or fax									
c) using email									
C2 Enquiries									
a) those you can deal with yourself									
b) those that need to be passed/transferred to another person /department									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH1/10.2

Deal with outgoing communications

What you must cover

C3 Methods of communicating (at least **two** from)

a) by telephone

b) by letter or fax

c) using email

Issue 3 — June 2014 © Pearson Education Limited 2014

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. Choose the best method of communicating with the person concerned									
7. Use your organisation's agreed style									
8. Communicate in a way that gives a positive impression of yourself and your organisation									
9. Identify yourself and explain the reason why you are making contact									

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 only non-confidential and relevant information to the person you have contacted									
11. Leave clear and accurate messages where needed									
12. Deal with any problems correctly									

 © Pearson Education Limited 2014

Element 2FOH1/10.2: Deal with outgoing communications									
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 Methods of communicating									
a) by telephone									
b) by letter or fax									
c) using email									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 32: Deal with the arrival of customers

Unit code: 2FOH2/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about dealing with the arrival of customers, processing their registration documents and promoting the products and services of the organisation. Dealing with the arrival of customers is a vital part of the front of house role. You are the likely to be one of the first people the customer will meet, and you need to portray a professional, efficient and helpful image from the start.

 © Pearson Education Limited 2014

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 customer care and why these are important K2. Your organisation's booking procedures and why it is important to follow these correctly K3. Your organisation's checking in procedures and why it is important to follow these correctly K4. Basic legal requirements relating to accommodation, goods and services for sale K5. The types of unexpected situations and problems that may occur when customers arrive, and how to deal with these K6. Why registration documentation must be correctly completed by the customer K7. The specific requirements for registering overseas visitors K8. Your organisation's procedure for allocation of rooms K9. Why it is important to give accurate information to customers K10. Why it is important to correctly identify customer requirements K11. What registration information must be obtained in order to comply with legislation K12. Why all correspondence relating to the booking should be available		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

2FOH2/10

Deal with the arrival of customers

What you must cover

C1 Customers (at least **one** from)
a) customers with routine requirements
b) customers with special requirements
c) customers without advanced bookings

C2 Booking systems (at least **one** from)
a) computerised system
b) manual system

C3 Information to customers (at least **four** from)
a) location of room
b) key security and safety procedures
c) services and facilities available
d) prices
e) special offers and promotions available

C4 Services and facilities (at least **one** from)
a) business facilities
b) leisure facilities
c) food and beverage facilities

 © Pearson Education Limited 2014

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. Correctly identify customer requirements									
2. Retrieve any customer booking details from the booking system and check them with the customer									
3. Offer alternatives for any services that are not available as requested									
4. Complete the registration document correctly									
5. Give accurate information which meets customer needs									

 © Pearson Education Limited 2014

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. Promote the services and facilities of your organisation when appropriate									
7. Pass on customer details to the relevant departments in line with organisation's procedures									

Element 2FOH2/10: Deal with the arrival of 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 Customers									
a) customers with routine requirements									
b) customers with special requirements									
c) customers without advanced bookings									
C2 Booking systems									
a) computerised system									
b) manual system									
C3 Information to customers									
a) location of room									
b) key security and safety procedures									
c) services and facilities available									

 © Pearson Education Limited 2014

Element 2FOH2/10: Deal with the arrival of 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**
d) prices									
e) special offers and promotions available									
C4 Services and facilities									
a) business facilities									
b) leisure facilities									
c) food and beverage facilities									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

 © Pearson Education Limited 2014

Unit 33: Dealing with bookings

Unit code: 2FOH3/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about handling booking enquiries and taking bookings from customers. It also covers making amendments (for example of date and time) to bookings and keeping records up to date.

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

- 2FOH3/10.1 Deal with booking enquiries
- 2FOH3/10.2 Confirm, cancel and amend bookings

What some of the words mean in this unit

Customer
Anyone wanting to make, amend or cancel a booking.

 © Pearson Education Limited 2014

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 importance of dealing with customers politely and helpfully at all time. K2. Why it is important to give accurate spoken and written information to customers K3. The types of unexpected situations and problems that may occur with bookings and how to deal with these correctly K4. Basic legal requirements relating to goods and services for sale when receiving, confirming, amending and cancelling booking enquiries K5. Your organisation's booking procedures and systems K6. The importance of up-selling, room/product rates and yield management and how these apply to your work role		
For Element 2FOH3/10.1 Deal with booking enquiries		
K7. Why it is important to get and record booking details accurately K8. Why it is important to take the opportunity to sell products and services		
For Element 2FOH3/10.2 Confirm, cancel and amend bookings		
K9. Your organisation's cancellation policies and procedures K10. Why confirmations and deposits are required from customers K11. Why it is essential to follow up unconfirmed bookings		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH3/10.1

Deal with booking enquiries

What you must cover

C1 Customers (at least **one** from)

a) with routine requests

b) with special needs

C2 Enquiries (at least **three** from)

a) face to face

b) telephone

c) letter or fax

d) email

e) on-line booking systems

C3 Information (at least **two** from)

a) services and facilities available

b) features and benefits of services and facilities

c) prices

d) special offers and promotions available

 © Pearson Education Limited 2014

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. Be polite and helpful when dealing with enquiries									
2. Find out what your customer needs and give them accurate information									
3. Take the opportunity to sell other products and services to the customer									
4. Invite your customer to make a booking, and take and record their details correctly									

 © Pearson Education Limited 2014

Element 2F0H3/10.1: Deal with booking enquiries									
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 routine requests									
b) with special needs									
C2 Enquiries									
a) face to face									
b) telephone									
c) letter or fax									
d) email									
e) on-line booking systems									
C3 Information									
a) services and facilities available									
b) features and benefits of services and facilities									
c) prices									
d) special offers and promotions available									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH3/10.2

Confirm, cancel and amend bookings

What you must cover

C1 Customers (at least **one** from)

a) with routine requests

b) with special needs

C4 Booking systems (at least **one** from)

a) computerised systems

b) manual systems

c) on-line systems

C5 Booking amendments and cancellations (at least **one** from)

a) change bookings

b) cancel bookings

 © Pearson Education Limited 2014

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. Deal with customers in a polite and helpful manner at all times									
6. Deal with confirmations in the booking system									
7. Identify, check and follow up unconfirmed bookings in the booking system									
8. Deal with booking amendments and cancellations and maintain records of bookings in line with your organisation's procedures									

 © Pearson Education Limited 2014

Element 2FOH3/10.2 Confirm, cancel and amend bookings									
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 routine requests									
b) with special needs									
C4 Booking systems									
a) computerised systems									
b) manual systems									
c) on-line systems									
C5 Booking amendments and cancellations									
a) change bookings									
b) Cancel bookings									

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 34: Prepare customer accounts and deal with departures

Unit code: 2FOH4/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about maintaining customer accounts by entering charges and adjustments onto the account. It also covers dealing with departing customers by completing the relevant documentation and procedures, and recording customer comments.

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

- 2FOH4/10.1 Prepare and maintain customer accounts
- 2FOH4/10.2 Deal with the departure of customers.

 © Pearson Education Limited 2014

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 customer care and why it is important to follow these K2. Basic legal requirements relating to preparing and maintaining customer accounts K3. Your organisation's procedures for customer accounts and why it is important to follow these		
For Element 2FOH4/10.1 Prepare and maintain customer accounts		
K4. Why customer accounts must be updated regularly with charges and adjustments K5. Why it is important to give accurate verbal and written information to customers K6. Why customer accounts must be secured from unauthorised access K7. The types of unexpected situations and problems that may occur with customer accounts and how to deal with these correctly		
For Element 2FOH4/10.2 Deal with the departure of customers		
K8. Basic legal requirements relating to accommodation, goods and services for sale K9. Safe and hygienic working practices when dealing with the departure of customers K10. Your organisation's procedures for customer departures K11. Why complaints, comments and suggestions should be recorded and fed back to the appropriate person/department K12. Why details of any extra charges should be available to the customer K13. The types of unexpected situations and problems that may occur with customer departures and how to deal with these correctly K14. Opportunities to promote the organisation when the customer is leaving		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH4/10.1

Prepare and maintain customer accounts

What you must cover

C1 Account systems (at least **one** from)

a) computerised systems

b) manual systems

c) online systems

C2 Account adjustments (at least **two** from)

a) charges

b) allowances/discounts

c) refunds

d) deposits/pre-payments

e) transfers

 © Pearson Education Limited 2014

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. Enter charges regularly and accurately against customer accounts in the account system									
2. Record any account adjustments accurately against customer accounts									
3. File and store account documents correctly at all times									
4. Complete customer accounts for the customer unauthorised people									
5. Make sure customer accounts cannot be accessed by unauthorised people									

 © Pearson Education Limited 2014

Element 2FOH4/10.1: Prepare and maintain customer accounts									
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 Account systems									
a) computerised systems									
b) manual systems									
c) online systems									
C2 Account adjustments									
a) charges									
b) allowances/discounts									
c) refunds									
d) deposits/pre-payments									
e) transfers									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH4/10.2

Deal with the departure of customers

What you must cover

C3 Customer accounts (at least **one** from)

a) those where part payment is required

b) those where full payment is required

c) those where the account does not require immediate settlement

C4 Account or booking system (at least **one** from)

a) computerised

b) manual

c) online systems

 © Pearson Education Limited 2014

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. Prepare documents and other necessary items before the customer departs									
7. Present the account to the customer for confirmation									
8. Check customer account details and request payment as required									
9. Complete documentation and deal with it using the correct account or booking system									

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. Complete all other procedures for customer departures									
11. Record customer comments, complaints and suggestions and feed them back to the appropriate person or department									
12. Promote establishment services and facilities as appropriate									

 © Pearson Education Limited 2014

Element 2FOH4/10.2: Deal with the departure of 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**
C3 Customer accounts									
a) those where part payment is required									
b) those where full payment is required									
c) those where the account does not require immediate settlement									
C4 Account or booking system									
a) computerized									
b) manual									
c) online systems									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 35: Produce documents in a business environment

Unit code: 2FOH5/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about producing high-quality, attractive documents to agreed specifications.

This unit is Unit BAA211 in the Council for Administration Business and Administration suite of standards.

 © Pearson Education Limited 2014

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 purpose and benefits of producing high-quality and attractive documents K2. The different types of documents that may be designed and produced and document styles that could be used K3. The different formats in which the text may be presented K4. The purpose and benefits of agreeing the purpose, content, style, quality standards and deadline for production of the document K5. The different types of technology available for inputting, formatting and editing text and their main features K6. The types of resources needed to produce high-quality and attractive documents K7. How to organise content needed for the document K8. How to integrate and layout text and non-text objects K9. How to check for accuracy and correctness including spelling, grammar and punctuation and the purpose of doing this K10. The purpose of storing the document safely and securely and how to do so K11. The purpose of confidentiality and data protection K12. The purpose and benefits of meeting deadlines		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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. Confirm the purpose, content, style and deadlines for the document									
2. Prepare the required resources									
3. Organise the required content									
4. Use available technology appropriate to the document being produced									
5. Produce the document in the agreed style									
6. Integrate non-text objects in the agreed layout, where required									

 © Pearson Education Limited 2014

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. Check for accuracy, editing and correcting text as necessary									
8. Clarify document requirements, when necessary									
9. Store the document safely and securely in approved locations									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 36: Use office equipment

Unit code: 2FOH6/10

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about how to use a range of office equipment (such as photocopiers, faxes, binders, laminators, printers or PCs), applying the necessary standards of health and safety and operating practice.

This unit is Unit BAA231 in the Council for Administration Business and Administration suite of standards.

 © Pearson Education Limited 2014

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 different types of office equipment, their features and what they can be used for K2. How to choose equipment and resources that are appropriate for the task K3. The reasons for following manufacturers' and organisational instructions when operating equipment K4. How to use different types of office equipment safely K5. The reasons for keeping waste to a minimum and how to do so K6. The reasons for keeping equipment clean and hygienic K7. The reasons for following manufacturers' instructions and organisational procedures when dealing with equipment faults K8. The types of equipment and resource faults you are likely to experience and the correct way of dealing with these K9. The purpose of meeting work standards and deadlines K10. The purpose of leaving equipment, resources and work area ready for the next user to agreed requirements		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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. Locate and select the equipment and resources needed for the task									
2. Follow manufacturer's and organisational operating instructions and health and safety requirements for different equipment									
3. Waste as few resources as possible									

 © Pearson Education Limited 2014

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. Keep the equipment clean and hygienic									
5. Deal with equipment and resource problems according to manufacturer's and organisational procedures									
6. Report problems you cannot deal with personally to the appropriate colleague									
7. Make sure the final work product meets the agreed requirements									
8. Produce the work product within agreed timescales									
9. Make sure the equipment, resources and work area are ready for the next user									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 37: Handle mail and book external services

Unit code: 2FOH8/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about collecting, sorting and distributing mail and booking external services such as transport.

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

- 2FOH8/10.1 Handle mail and messages
- 2FOH8/10.2 Book external services

 © Pearson Education Limited 2014

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. Why it is important to deal with everyone you communicate with politely and helpfully		
For Element 2FOH8/10.1 Handle mail and messages		
K2. Legal requirements for handling mail and messages K3. Safe and hygienic working practices when handling mail, messages and written communications K4. Your organisation's procedures for handling and distributing mail and why these are important K5. Why suspicious items should be reported immediately K6. Why written communications should be secured against unauthorised access K7. What the procedures are for recorded delivery and registered mail K8. The type of unexpected situations and problems that may occur and how to deal with these		
For Element 2FOH8/10.2 Book external services		
K9. The types of services you may be asked to book and the procedures you should follow K10. Why it is important to give accurate verbal and written information to customers K11. Why confirmation and deposits are required from customers K12. The type of unexpected situations and problems that may occur and how to deal with these		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH8/10.1
Handle mail and messages

What you must cover

C1 Mail (at least **one** from)

a) letters

b) parcels

c) registered or courier delivered post

d) electronic

C2 Messages (at least **two** from)

a) faxes

b) emails

c) typed/handwritten memos

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. Collect mail and messages									
2. Sort and distribute mail and messages to the correct person or place									
3. Deal with mail and messages which have not been collected and distributed in line with workplace procedures									
4. Make sure that mail and messages are kept secure									

 © Pearson Education Limited 2014

Element 2FOH8/10.1: Handle mail and messages									
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 Mail									
a) letters									
b) parcels									
c) registered or courier delivered post									
d) electronic									
C2 Messages									
a) faxes									
b) email									
c) typed/handwritten memos									

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH8/10.2

Book external services

What you must cover

C3 Services (at least **two** from)

a) transport

b) deliveries

c) entertainment

 © Pearson Education Limited 2014

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 needs and requirements									
6. Identify organisations correctly and contact them as requested									
7. Book services which meet customer needs									
8. Provide customers with accurate details of the booking and of any alternatives offered									
9. Follow your organisation's procedures for booking services									

Element 2FOH8/10.2: Book external services									
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 Services									
a) transport									
b) deliveries									
c) entertainment									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 38: Provide reception services

Unit code: 2FOH9/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about maintaining a reception service that enhances the vision and brand of the organisation.

This unit is Unit BAC312 in the Council for Administration Business and Administration suite of standards.

 © Pearson Education Limited 2014

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 purpose and value of the receptionist function as the first point of contact between the public/client and the organisation K2. How to present a positive image of self and the organisation K3. The organisation's structure and lines of communication K4. The purpose of confidentiality guidelines K5. How to implement confidentiality guidelines K6. The purpose of entry and security procedures K7. How to implement entry and security procedures K8. The purpose of health and safety procedures K9. How to implement health and safety procedures K10. How to contribute ideas for improving the reception area in terms of accessibility, functionality and environment, security and safety and facilities for visitors K11. The organisational emergency procedures and your role within them K12. Why additional duties are carried out during quiet periods, if they arise		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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. Present a positive image of self and the organisation									
2. Provide individuals with requested information and other information which may be useful to them, within guidelines on confidentiality									
3. Implement the correct entry and security procedures									
4. Follow the relevant health and safety procedures									
5. Refer any issues that cannot be dealt with personally to the appropriate person									

 © Pearson Education Limited 2014

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. Maintain the reception area to give a positive impression of the organisation									
7. Suggest ideas for improving the reception area									
8. Follow organisational procedures in the event of an accident or emergency									
9. Carry out additional duties during quiet periods, if they arise									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 39: Store and retrieve information

Unit code: 2FOH10/10

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about processing, storing, and retrieving information using different information systems, in line with organisational requirements.

This unit is Unit BAD332 in the Council for Administration Business and Administration 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 purpose of storing and retrieving required information K2. The different information systems and their main features K3. Legal and organisational requirements covering the security and confidentiality of information K4. The purpose of confirming information to be collected, stored and retrieved K5. The methods that can be used to collect required information K6. The procedures to be followed to access information systems K7. The types of information to be deleted K8. The procedures for identifying and deleting information and why they must be followed K9. How to make sure information is accurate K10. The problems that occur with information systems and who to report them to K11. The purpose of providing information in the required format and within agreed timescales		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH10/10.1: Process information

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 and collect required information									
2. Follow agreed procedures and legislation to maintain security and confidentiality									
3. Store required information in approved locations to the agreed deadlines									
4. Update information, as required									
5. Follow agreed procedures for deleting information									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

2FOH10/10.2: Retrieve information

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. Confirm information for retrieval									
7. Comply with procedures and legislation for accessing an information system									
8. Locate and retrieve the required information									
9. Follow the correct procedures when there are problems with information systems									

 © Pearson Education Limited 2014

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. Provide information in the agreed format and within agreed timescales									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 40: Provide tourism information services to customers

Unit code: 2FOH11/10

Unit credit: 5

SCQF Unit level: 5

Introduction

Customers visiting your premises will often have a range of enquiries regarding what is available to see and do while they are there. This unit is about providing tourism information to your guests. To do this you must be able to identify what it is your customers want and to source and provide that information.

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

- 2FOH11/10.1 Work with customers on their tourism information needs
- 2FOH11/10.2 Seek tourism information and offer advice to customers.

What some of the words in this unit mean

Open questions

These are questions that often start with what, where, who, when and how and stimulate answers that give you information.

Active listening skills

For example making and maintaining eye contact, nodding and smiling.

Advice

Adapting the information you are giving to meet individual requirements

Charges

Examples include publications for which there is a charge; premium telephone lines to information providers; fees to booking agencies; non-commissionable flights, etc.

Electronic sources

Examples are internet, intranet and computer based files.

Alternative ways to help your customer

Examples are making a telephone call to find more detailed and or specific information, arranging for further information to be forwarded direct to your customer, referring them to another organisation etc.

Organisations

Examples are Tourist Information Centres, Visitor Information Centres, Contact Centres, Tourism Bureaux, visitor attractions, tour operators. It could also refer to your own business, if self employed

 © Pearson Education Limited 2014

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 2FOH11/10.1 Work with customers on their tourism information needs		
K1. Why it is important to be helpful and polite K2. When and how to use open question techniques effectively K3. Why using active listening skills is helpful to your customer K4. Why it is essential to confirm your customers' needs K5. Why it is important to check your customer is happy with your service and how to deal with any dissatisfaction K6. Have knowledge of where information and sources are available and how you can access them K7. What tourism information your organisation possesses and where this is stored K8. Be aware of any discounts and/or arrangements your organisation may have negotiated with tourism organisations K9. What information is available without charge and what information is available with a charge K10. How to organise your customers in a manner that ensures all customers will be dealt with effectively		

 © Pearson Education Limited 2014

For Element 2FOH11/10.2 Seek tourism information and offer advice to customers		
K11. How to access and use a range of different information sources K12. A range of other external organisations that provide tourism information and how to contact them K13. Your company's procedures with regard to booking fees, liabilities and billing customers K14. How to effectively structure advice and what limitations there are to the advice you provide K15. The relevant parts of the disability discrimination legislation and its implications when giving advice and information to customers K16. What methods are available for providing written or printed information to customers K17. Methods for politely concluding customer interactions		

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FOH11/10.1

Work with customers on their tourism information needs

What you must cover

C1 Information sources (at least **three** from)

a) electronic sources
b) brochures
c) directories
d) timetables
e) maps
f) guidebooks
g) external organisations
h) leaflets

 © Pearson Education Limited 2014

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. Politely welcome customers									
2. Use open question techniques to identify your customers' needs									
3. Use active listening skills when identifying your customers' needs									
4. Make clear any areas you are uncertain of with your customer if appropriate									
5. Confirm with your customer the information they require									

 © Pearson Education Limited 2014

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. If appropriate, ensure that your customer is willing to pay for any external tourism information services									
7. Focus on your customers' needs while recognising other customers that may be waiting									

 © Pearson Education Limited 2014

Element 2FOH11/10.1: Work with customers on their tourism information needs									
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 sources									
a) electronic sources									
b) brochures									
c) directories									
d) timetables									
e) maps									
f) guidebooks									
g) external organisations									
h) leaflets									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

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. Identify sources that provide the information required by your customer									
9. Ensure that the information you identify is accurate, current and relates to your customers' needs									
10. Provide relevant information and advice to your customer based on their needs									
11. Clearly explain any restrictions with information and/or products and services when appropriate									

 © Pearson Education Limited 2014

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. Where several options are available to your customer, offer information and advice on which you think best meets their needs									
13. Confirm politely with your customers that they understand the information and advice you have given them									

 © Pearson Education Limited 2014

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. Where appropriate, give the customers written and/or printed confirmation of the information they have sought									
15. Ensure that the customer is happy with the service you have provided and politely conclude the customer enquiry									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 41: 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.

 © Pearson Education Limited 2014

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		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN5/10.1

Spot customer problems

What you must cover

C1 Resolving problems *(***All** from*)*

(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 you 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 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

 © Pearson Education Limited 2014

2GEN5/10.1: 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									
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									

 © Pearson Education Limited 2014

Element 2GEN5/10.1: Spot customer 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 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 you 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 2GEN5/10.1: Spot customer 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 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									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

 © Pearson Education Limited 2014

2GEN5/10.2:

Pick the best solution to resolve customer service problems

C1 Resolving problems *(***All** from*)*

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 you 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 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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2GEN5/10.2: Pick the best solutions to 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 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 you 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 2GEN5/10.2: Pick the best solutions to 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 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									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN5/10.3

Take action to resolve customer service problems

C1 Resolving problems *(***All** from*)*

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 you 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 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

Issue 3 — June 2014 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2GEN5/10.3: Take action to 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 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 you 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 2GEN5/10.3: Take action to 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 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									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 42: 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.

 © Pearson Education Limited 2014

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 procedures and systems for encouraging the use of additional services or products K2. How additional services or products will benefit your customers K3. How your customer's use of additional services or products will benefit your organisation K4. The main factors that influence customers to use your services or products K5. How to introduce additional services or products to customers, outlining their benefits, overcoming reservations and agreeing to provide the additional services or products K6. How to give appropriate, balanced information to customers about services or products		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN6/10.1

Identify additional services or products that are available

What you must cover

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

Element 2GEN6/10.1: Identify additional services that are available									
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN6/10.2

Inform customers about additional services or products

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

Issue 3 — June 2014 © Pearson Education Limited 2014

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									
8. Give your customer time to ask questions about the additional services or products									

Element 2GEN6/10.2: Inform customers about additional products or services									
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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN6/10.3

Gain customer commitment to using additional services or products

What you must cover

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

 © Pearson Education Limited 2014

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									
12. Take action to ensure prompt delivery of the additional services or products to your customer									

 © Pearson Education Limited 2014

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. Refer your customer to others or to alternative sources of information, if the additional services or products are not your responsibility									

Element 2GEN6/10.3: Gain customer commitment to using additional products or services									
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									
c) additional use of services or products that your customer has used before									

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: _____

 © Pearson Education Limited 2014

Unit 43: 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.

 © Pearson Education Limited 2014

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		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN7/10.1

Prepare to deal with customers with a different first language

What you must cover

C1 Dealing with customers (at least **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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2GEN7/10.1: Prepare to deal with customers with a different first language									
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):

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: _____

 © Pearson Education Limited 2014

Element 2GEN7/10.2

Deal with customers who speak a different first language from your own

What you must cover

C1 Dealing with customers (at least **All** from)

(d) during routine delivery of customer service

(e) during a busy time in your job

(f) during a quiet time in your job

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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									

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. Seek appropriate assistance from colleagues if you are unable to complete a customer transaction because of language barriers									
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									

 © Pearson Education Limited 2014

Element 2GEN7/10.2: Deal with customers who speak a different first language from your own									
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):

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 44: 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.

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN8/10.1

Agree joint responsibilities in a customer service team

What you must cover

C1 Maintaining customer service (at least **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 peoples, systems or resources have let you down

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2GEN8/10.1: Agree joint responsibilities in a customer service team									
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 peoples, systems or resources have let you down									

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: _____

 © Pearson Education Limited 2014

Element 2GEN8/10.2

Check that customer service actions are seen through by working together with colleagues

What you must do

C1 Maintaining customer service (at least **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 peoples, systems or resources have let you down

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2GEN8/10.2: Check that customer service actions are seen through by working together with colleagues									
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 peoples, systems or resources have let you down									

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: _____

 © Pearson Education Limited 2014

Unit 45: 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 the unit mean

Authorised collection

The correct person coming to pick up payments from the till

Cash equivalents

For example, vouchers, discounts, ledger payments

Payment point

A till, credit/debit machine or hand held device

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2GEN9/10.1

Maintain and deal with payments

What you must cover

C1 Materials (at least **two** from)

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

C2 Payments (at least **two** from)

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

 © Pearson Education Limited 2014

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									

 © Pearson Education Limited 2014

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 2GEN9/10.1: 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									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 46: Prepare and finish simple salad and fruit dishes

Unit code: 1FP2

Unit credit: 2

SCQF Unit level: 4

Introduction

This unit is about preparing and presenting salad and fruit dishes, for example:

- fruit salad
- mixed salad
- grapefruit cocktail.

 © Pearson Education Limited 2014

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. How to store salad and fruit before preparation K2. How to check the salad, fruit and other ingredients to make sure they are fit for use K3. What you should do if there are problems with the salad, fruit or other ingredients K4. The right tools and equipment for the following preparation methods: peeling, trimming, washing, soaking, cutting and mixing K5. Why it is important to use the correct tools and equipment K6. How you should carry out the following preparation methods correctly: peeling, trimming, washing, soaking, cutting and mixing K7. Why it is important to avoid cross-contamination with meat and fish products and how to do so K8. How to store prepared salads and fruit that are not for immediate use		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1FP2/09.1

Prepare and finish simple salad and fruit dishes

What you must cover

C1 Ingredients (at least t**hree** from)

a) Frozen fruit
b) Fresh fruit
c) Fresh salad
d) Prepared fruit
e) Prepared salad

C2 Prepare by (at least t**hree** from)

a) Peeling
b) Trimming
c) Washing
d) Soaking
e) Cutting
f) Mixing

 © Pearson Education Limited 2014

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 the ingredients to make sure they are fit for preparation									
2. Choose the correct tools and equipment									
3. Prepare the ingredients correctly for the dish									
4. Present the dish to meet requirements									
5. Safely store any prepared items not for immediate use									

 © Pearson Education Limited 2014

Element 1FP2/09.1: Prepare and finish simple salad and fruit dishes									
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 Ingredients									
a) Frozen fruit									
b) Fresh fruit									
c) Fresh salad									
d) Prepared fruit									
e) Prepared salad									
C2 Prepare by									
a) Peeling									
b) Trimming									
c) Washing									
d) Soaking									
e) Cutting									
f) Mixing									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 47: Prepare and cook fish

Unit code: 1FPC1

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about preparing and cooking fish for simple dishes, for example:

- fish burger
- battered fish (prepared)
- breaded fish (prepared)
- scampi (prepared)

 © Pearson Education Limited 2014

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. How to store frozen and unfrozen fish correctly before cooking K2. How to check that coated and uncoated fish, frozen and unfrozen fish are fit for preparation and cooking K3. How to decide whether fish needs defrosting before cooking and why this is important K4. How to defrost pre-prepared fish K5. What you should do if there are problems with the fish and other ingredients K6. The right temperatures and cooking times for the different types of fish K7. The right tools and equipment to coat, deep fry, bake and grill fish K8. Why it is important to use the right tools and equipment K9. The correct cooking methods to use K10. How to decide when different types of fish are properly cooked K11. How to garnish and present cooked fish		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1FPC1.1

Prepare and cook fish

What you must cover

C1 Fish (at least **two** from)

a) coated

b) uncoated

c) frozen

d) unfrozen

C2 Preparation methods (at least **one** from)

a) de-frosting

b) coating

C3 Cooking methods (at least **two** from)

a) deep frying

b) grilling

c) baking

 © Pearson Education Limited 2014

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. Safely store any fish not for immediate use									
2. When necessary, de-frost fish									
3. Check that the fish is fit for cooking									
4. Choose the right tools and equipment									
5. Prepare the fish to meet requirements									
6. Cook the fish as required									
7. Finish the fish as required									
8. Make sure the fish is at the right temperature for holding and serving									

 © Pearson Education Limited 2014

Element 1FPC1.1: Prepare and cook fish									
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 Fish									
a) coated									
b) uncoated									
c) frozen									
d) unfrozen									
C2 Preparation methods									
a) de-frosting									
b) coating									
C3 Cooking methods									
a) deep frying									
b) grilling									
c) baking									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 48: Prepare and cook meat and poultry

Unit code: 1FPC2

Unit credit: 4

SCQF Unit level: 4

Introduction

This unit is about preparing and cooking meat and poultry for simple dishes, for example:

- minute steaks
- burgers
- chops
- sausages
- bacon
- chicken nuggets

 © Pearson Education Limited 2014

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. How to store fresh and frozen meat and poultry correctly before cooking K2. How to check that meat and poultry is fit for preparation and cooking K3. What you should do if there are problems with the meat and poultry or other ingredients K4. How to decide when meat and poultry needs defrosting before cooking and why this is important K5. The right tools and equipment for: defrosting, seasoning and storing meat and poultry K6. How to prepare meat and poultry using the following methods: defrosting, seasoning and storing K7. The right tools and equipment for following cooking methods: grilling/griddling, shallow frying, deep frying and microwaving K8. Why it is important to use the correct tools and equipment K9. How to carry out the following cooking methods correctly: grilling/griddling, shallow frying, deep frying and microwaving K10. How to finish and season meat and poultry according to requirements K11. Correct temperatures for holding meat and poultry		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1FPC2.1

Prepare and cook meat and poultry

What you must cover

C1 Meat and poultry (at least **two** from)

a) pre-prepared
b) uncoated
c) steaks
d) chops
e) chicken cuts

C2 Preparation methods (at least **one** from)

a) defrosting
b) seasoning

C3 Cooking methods (at least **two** from)

a) grilling/griddling
b) shallow frying
c) deep frying
d) microwaving

 © Pearson Education Limited 2014

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. Safely store any meat and poultry not for immediate use									
2. When necessary, de-frost meat and poultry									
3. Check that the meat and poultry is fit for cooking									
4. Choose the right tools and equipment									
5. Prepare the meat and poultry to meet requirements									

 © Pearson Education Limited 2014

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. Cook the meat and poultry as required									
7. Finish the meat and poultry as required									
8. Make sure the meat and poultry is at the right temperature for holding and serving									

 © Pearson Education Limited 2014

Element 1FPC2.1: Prepare and cook meat and poultry									
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 Meat and poultry									
a) pre-prepared									
b) uncoated									
c) steaks									
d) chops									
e) chicken cuts									
C2 Preparation methods									
a) defrosting									
b) seasoning									
C3 Cooking methods									
a) grilling/griddling									
b) shallow frying									
c) deep frying									
d) microwaving									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 49: Prepare hot and cold sandwiches

Unit code: 1PR1

Unit credit: 2

SCQF Unit level: 4

Introduction

This unit is about preparing hot and cold sandwiches including:

- burgers
- wraps
- rolls
- paninis
- fajitas

 © Pearson Education Limited 2014

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. How to check that bread and fillings meet requirements and are fit for use K2. The correct tools and equipment for making sandwiches K3. How to present sandwiches and bread products attractively K4. What the correct storage methods are to avoid spoiling sandwiches and bread products between preparation and consumption		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1PR1

Prepare hot and cold sandwiches

What you must cover

C1 Bread (at least **two** from)
a) sliced bread
b) un-sliced bread
c) wraps
d) bread rolls

C2 Fillings (at least **four** from)
a) fats/pastes/spreads
b) cooked meat and poultry
c) cooked fish
d) dairy products
e) salad/vegetables/fruit
f) sauces/dressings/relishes

C3 Preparation methods (at least **two** from)
a) slicing
b) preparing fillings
c) garnishing
d) heating/toasting

 © Pearson Education Limited 2014

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 the bread and fillings to make sure that they meet quality and quantity requirements									
2. Choose the right tools and equipment									
3. Prepare the sandwiches as required									
4. Safely store any sandwiches and fillings not for immediate use									

 © Pearson Education Limited 2014

Element 1PR1: Prepare hot and cold sandwiches									
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 Bread									
a) sliced bread									
b) un-sliced bread									
c) wraps									
d) bread rolls									
C2 Fillings									
a) fats/pastes/spreads									
b) cooked meat and poultry									
c) cooked fish									
d) dairy products									
e) salad/vegetables/fruit									
f) sauces/dressings/ relishes									

Element 1PR1: Prepare hot and cold sandwiches									
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 Preparation methods									
a) slicing									
b) preparing fillings									
c) garnishing									
d) heating/toasting									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 50: Complete kitchen documentation

Unit code: 2P&C1/09

Unit credit: 3

SCQF **Unit level:** 5

Introduction

This unit is about completing documentation commonly used in kitchen environments: for example, temperature charts, time sheets, accident report forms, food safety information and equipment fault reports.

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. What documents need to be completed within the organisation K2. Why it is important to complete documentation K3. How to complete particular documents K4. Where to obtain appropriate documents from K5. When and where documentation is copied and kept K6. Why and who you should contact when problems occur K7. Why kitchen documentation needs to remain confidential K8. What information relating to working within the kitchen the law requires to be noted and kept K9. Why it is important that information is accurate K10. Why it is important that documents are not fraudulently completed		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2P&C1/09

Complete kitchen documentation

What you must cover

C1 Relevant documents (at least **two** from)

a) temperature charts

b) food safety information

c) accident report forms

d) equipment fault reports

e) stock usage reports

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. Ensure you have sufficient relevant documents and where necessary, obtain extra copies									
2. Accurately and legibly complete relevant documents to organisational requirements									
3. Ensure that relevant documents arrive with the proper person within the time required									

 © Pearson Education Limited 2014

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. Copy and file relevant documents in line with organisational requirements									
5. Respond to queries about the completion of relevant documents, within the boundaries of your authority									

Element 2P&C1/09: Complete kitchen documentation									
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 Relevant documents									
a) temperature charts									
b) food safety information									
c) accident report forms									
d) equipment fault reports									
e) stock usage reports									

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: _____

 © Pearson Education Limited 2014

Unit 51: Set up and close kitchen

Unit code: 2P&C2/09

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about ensuring that all equipment is ready for kitchen operations. It also covers ensuring that common ingredients are ready for the cooking process. Finally, it details the skills required to shut down the kitchen at the end of the shift.

 © Pearson Education Limited 2014

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 2P&C2/09.1 Prepare kitchen for food operations		
K1. Why knives/utensils should be handled correctly K2. Why and to whom all incidents should be reported K3. How to safely turn on different types of equipment K4. Why faulty equipment and maintenance requirements should be reported to the proper person K5. Why it is important to ensure all appropriate equipment is safely turned off		
For Element 2P&C2/09.2 Prepare food items ready for operations and service		
K6. Why tools and machinery should be cleared between tasks K7. Why it is important to monitor the temperature of kitchen storage equipment and areas K8. What the organisational menu requirements are in terms of the type, quality and number of ingredients		
For Element 2P&C2/09.3 Close kitchen after operations		
K9. Why tools and equipment should be cleaned and stored following use K10. Organisational and legal requirements for food storage equipment when the kitchen is closed K11. Manufacturers' and organisational requirements for turning off, unplugging and cleaning cooking equipment following use K12. Who you should report problems to		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2P&C2/09.1

Prepare kitchen for food operations

What you must cover

C1 Tools (both)

a) knives

b) utensils

C2 Kitchen equipment (at least **five** from)

a) oven/combination oven

b) grill

c) hob

d) fryer

e) microwave

f) steamer

g) fridge/freezer

 © Pearson Education Limited 2014

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. Prioritise work and carry it out in an efficient manner									
2. Check that food preparation and cooking tools and kitchen equipment are clean, of the right type and in working order									
3. Turn on appropriate kitchen equipment at the correct time and to the correct setting									

 © Pearson Education Limited 2014

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. Report any unhygienic or defective tools or kitchen equipment, or other problems to the proper person									
5. Conduct work in line with legal requirements, workplace procedures and current legislation relating to hygienic and safe working practices when preparing the kitchen for the food operation									

Element 2P&C2/09.1: Prepare kitchen for food operation									
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 Tools									
a) knives									
b) utensils									
C2 Kitchen equipment									
a) oven/combination oven									
b) grill									
c) hob									
d) fryer									
e) microwave									
f) steamer									
g) fridge/freezer									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2P&C2/09.2

Prepare food items ready for operations and service

What you must cover

C3 Establishment requirements (at least **one** from)

a) number of customers

b) menu requirements

C4 Ingredients (at least **two** from)

a) vegetables

b) garnishes

c) frozen products

d) fresh high risk products

C5 Prepare (at least **two** from)

a) washing

b) cutting

c) defrosting

d) weighing

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. Prepare work and carry it out in an efficient manner									
7. Ensure that there are sufficient ingredients in stock in line with establishment requirements									
8. Prepare ingredients to the organisational needs and quality requirements									
9. Report any ingredients that are not prepared to the correct quantity or quality to the proper person									

 © Pearson Education Limited 2014

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. Conduct work in line with legal requirements, workplace procedures and current legislation relating to hygienic and safe working practices when preparing food items ready for operations									

Element 2P&C2/09.2: Prepare food items ready for operations and 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 Establishment requirements									
a) number of customers									
b) menu requirements									
C4 Ingredients									
a) vegetables									
b) garnishes									
c) frozen products									
d) fresh high risk products									
C5 Prepare									
a) washing									
b) cutting									
c) defrosting									
d) weighing									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2P&C2/09.3

Close kitchen after operations

What you must cover

C6Tools (**both**)

a) knives

b) utensils

C7 Food storage equipment (at least **two** from)

a) fridge

b) freezer

c) dry store/larder

C8 Cooking equipment (at least **four** from)

a) oven/combination oven

b) grill

c) hob

d) fryer

e) microwave

f) steamer

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. Prioritise work and carry it out in an efficient manner									
12. Check that tools are cleaned and stored to organisational and legal requirements									
13. Check food storage equipment meets organisational and legal requirements for kitchen closure									
14. Check that cooking equipment is turned off, unplugged where necessary, and cleaned following manufacturers' and organisation's instructions									

 © Pearson Education Limited 2014

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:									
15. Report any uncleaned tools, food storage or cooking equipment or problems to the appropriate person									
16. Conduct work in line with legal requirements, workplace procedures and current legislation relating to hygienic and safe working practices when closing down the kitchen after operations									

Element 2P&C2/09.3: Clean kitchen after operations									
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**
C6Tools									
a) knives									
b) utensils									
C7 Food storage equipment									
a) fridge									
b) freezer									
c) dry store/larder									
C8 Cooking equipment									
a) oven/combination oven									
b) grill									
c) hob									
d) fryer									
e) microwave									
f) steamer									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 52: Prepare and present food for cold presentation

Unit code: 2FPC15/10

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about preparing and presenting cold products such as salads, bread products, pies, pâtés and cured meats. It also covers the holding of such foods to maintain effective food safety.

The food products covered include:

- bread products such as bread and rolls
- salads
- pre-prepared pies
- cooked meats
- fish
- pre-prepared terrines
- pre-prepared pâtés
- cured meats
- shellfish
- basic vinaigrette and cold sauces

 © Pearson Education Limited 2014

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. How to make sure that the food products and garnish ingredients meet requirements K2. What quality points to look for in the presentation of cooked, cured and prepared foods K3. What you should do if there are problems with the food products and garnish ingredients K4. The correct tools and equipment to carry out the following preparation methods: slicing, dressing, garnishing, portioning, whisking, combining ingredients K5. Why it is important to use the correct tools, equipment and techniques K6. How to prepare the food products and garnish ingredients for cold presentation K7. How to produce basic vinaigrette and cold sauces K8. How to finish and garnish food products for cold presentation K9. How to identify when food products have the correct colour, flavour, texture and quantity K10. Why time and temperature are important when preparing cooked, cured and prepared food for presentation K11. Why cooked, cured and prepared foods should be stored at the required temperature before presentation K12. Healthy eating options when preparing and presenting food for cold presentation		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2FPC15/10

Prepare and present food for cold presentation

What you must cover

C1 Food products (at least **six** from)
a) bread products
b) salads
c) pre-prepared pies
d) cooked red/white meat
e) fish
f) pre-prepared terrines
g) pre-prepared pâtés
h) cured meats
i) shellfish
j) vinaigrette
k) cold sauces

C2 Garnish ingredients (at least **two** from)
a) fruit
b) vegetables
c) herbs

C3 Preparation methods (at least **four** from)
a) slicing
b) dressing
c) garnishing
d) portioning
e) whisking
f) combining ingredients

 © Pearson Education Limited 2014

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 the food products and garnish ingredients to make sure that they meet requirements									
2. Choose and use tools and equipment correctly									
3. Prepare food products using the correct preparation methods									
4. Make sure food products have the correct flavour, colour, texture and quantity									

 © Pearson Education Limited 2014

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. Garnish and present the food products to meet requirements									
6. Safely store any prepared food products and garnish ingredients not for immediate consumption									

Element 2FPC15/10: Prepare and present food for cold presentation									
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 Food products									
a) bread products									
b) salads									
c) pre-prepared pies									
d) cooked red/white meat									
e) fish									
f) pre-prepared terrines									
g) pre-prepared pâtés									
h) cured meats									
i) shellfish									
j) vinaigrette									
k) cold sauces									
C2 Garnish ingredients									
a) fruit									
b) vegetables									
c) herbs									

 © Pearson Education Limited 2014

Element 2FPC15/10: Prepare and present food for cold presentation									
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 Preparation methods									
a) slicing									
b) dressing									
c) garnishing									
d) portioning									
e) whisking									
f) combining ingredients									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 53: Produce basic fish dishes

Unit code: 2PR1

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about cooking and finishing basic fish dishes, for example:

- grilled salmon steaks
- battered fish
- fish cakes
- fish pies

The unit makes reference to a range of different forms in which the fish may be available, ie raw or processed.

 © Pearson Education Limited 2014

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. How to check the fish meets dish requirements K2. What quality points to look for in fish K3. What you should do if there are problems with the fish or other ingredients K4. The correct tools and equipment to implement the relevant cooking methods K5. Why it is important to use the correct tools and equipment K6. How to use the relevant cooking methods K7. Why it is important to use the most appropriate cooking method in relation to each type of fish K8. The correct temperatures for cooking fish and why these temperatures are important K9. How to garnish and present the fish dishes offered by the establishment K10. How to correct a fish dish to make sure it has the right colour, consistency and flavour K11. The correct temperatures for holding and serving fish dishes K12. Healthy eating options when cooking and finishing fish		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2PR1

Produce basic food dishes

What you must cover

C1 Fish (at least **two** from)

a) raw fish portions

b) processed fish products (ie fish cakes, coated fish portions)

c) whole fish

C2 Cooking by (at least **four** from)

a) frying – deep

b) frying – shallow

c) grilling

d) boiling (including boil in the bag)

e) steaming

f) baking

g) microwaving

 © Pearson Education Limited 2014

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 the fish meets dish requirements									
2. Choose and use the right tools and equipment correctly									
3. Combine the fish with other ingredients									
4. Cook the fish to meet the requirements of the dish									
5. Garnish and present the dish to meet requirements									

 © Pearson Education Limited 2014

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. Make sure the dish has the correct flavour, colour, consistency and quantity									
7. Make sure the dish is at the correct temperature for holding and serving									
8. Safely store any cooked fish not for immediate use									

Element 2PR1: Produce basic fish dishes									
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 Fish									
a) raw fish portions									
b) processed fish products (ie fish cakes, coated fish portions)									
c) whole fish									
C2 Cooking by									
a) frying – deep									
b) frying – shallow									
c) grilling									
d) boiling (including boil in the bag)									
e) steaming									
f) baking									
g) microwaving									

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 54: Produce basic vegetable dishes

Unit code: 2PR4

Unit credit: 4

SCQF Unit level: 5

Introduction

This unit is about cooking and finishing basic vegetable dishes, for example:

- vegetable curry
- roasted vegetables
- stuffed vegetables

It also covers the cooking and finishing of vegetables in a simple form, eg boiled or steamed carrots, roast potatoes.

 © Pearson Education Limited 2014

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. How to check the vegetables meet dish requirements K2. What quality points to look for in vegetables K3. What you should do if there are problems with the vegetables or other ingredients K4. The correct tools and equipment needed to carry out the relevant cooking methods K5. How each of the cooking methods should be followed to meet dish requirements K6. The correct temperatures for cooking the relevant vegetable dishes K7. How to maintain the nutritional value of vegetables during cooking and holding K8. The main reasons for blanching vegetables K9. Which vegetables are suitable for high and low pressure steaming K10. How to finish basic vegetable dishes K11. The correct temperatures for holding and serving vegetable dishes K12. Healthy eating options when cooking and finishing vegetable dishes		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2PR4

Produce basic vegetable dishes

What you must cover

C1 Vegetables (at least **four** from)

a) roots and tubers
b) bulbs
c) flower heads
d) fungi
e) seeds and pods
f) leaves
g) stems
h) vegetable fruits

C2 Format (at least **two** from)

a) fresh
b) frozen
c) pre-prepared

C3 Cooking by (at least **four** from)

a) blanching
b) boiling
c) roasting
d) baking
e) grilling
f) frying (deep/shallow/stir)
g) steaming
h) combination cooking methods
i) microwaving

 © Pearson Education Limited 2014

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 the vegetables meet both the quality and quantity requirements of the dish									
2. Choose and use tools and equipment correctly									
3. Combine the vegetables with other ingredients									
4. Cook the vegetables to meet the requirements of the dish									
5. Make sure the dish has the correct flavour, colour, consistency and quantity									

 © Pearson Education Limited 2014

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. Finish and present the dish to meet requirements									
7. Make sure the dish is at the correct temperature for holding and serving									
8. Safely store any cooked vegetables not for immediate use									

Element 2RP4: Produce basic vegetable dishes									
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 Vegetables									
a) roots and tubers									
b) bulbs									
c) flower heads									
d) fungi									
e) seeds and pods									
f) leaves									
g) stems									
h) vegetable fruits									
C2 Format									
a) fresh									
b) frozen									
c) pre-prepared									

 © Pearson Education Limited 2014

Element 2RP4: Produce basic vegetable dishes									
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 Cooking by									
a) blanching									
b) boiling									
c) roasting									
d) baking									
e) grilling									
f) frying (deep/shallow/stir)									
g) steaming									
h) combination cooking methods									
i) microwaving									

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

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 55: Produce basic rice, pulse and grain dishes

Unit code: 2PR8

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about cooking and finishing basic rice, pulse and grain dishes.

This may include simple cooked rice and pulses to accompany other dishes, or in the form of specific rice and pulse dishes, for example dhal, moulded rice, grilled set polenta.

 © Pearson Education Limited 2014

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. How to make sure that the ingredients meet dish requirements K2. What quality points to look for in rice, pulses and grains K3. What you should do if there are problems with the rice, pulses and grains K4. The correct tools and equipment to carry out the relevant preparation methods K5. Why it is important to use the correct tools, equipment and techniques K6. How to use the relevant cooking methods K7. How to identify when rice, pulse and grain based dishes have the correct colour, flavour, texture and quantity K8. The correct temperatures for holding and serving rice, pulse and grain based dishes K9. How rice, pulse and grain dishes can be cooled in a manner that maintains effective food safety K10. Healthy eating options when making rice, pulse and grain based dishes		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2PR8

Produce basic rice, pulse and grain dishes

What you must cover

C1 Ingredients (at least **three** from)

a) rice

b) peas, beans and lentils

c) grain, including polenta

C2 Preparation and cooking methods (at least **three** from)

a) soaking and washing

b) boiling

c) braising

d) steaming

e) frying

f) baking

g) microwaving

 © Pearson Education Limited 2014

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 the ingredients to make sure that they meet quality and quantity requirements									
2. Choose and use the right tools and equipment									
3. Cook ingredients using the correct preparation and cooking methods									
4. Make sure the dish has the correct flavour, colour, texture and quantity									

 © Pearson Education Limited 2014

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. Garnish and present the food products to meet organisational standards									
6. Make sure the dish is at the correct temperature for holding and serving									
7. Safely store any prepared food products not for immediate consumption									

Element 2PR8 : Produce basic rice, pulse and grain dishes									
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 Ingredients									
a) rice									
b) peas, beans and lentils									
c) grain, including polenta									
C2 Preparation and cooking methods									
a) soaking and washing									
b) boiling									
c) braising									
d) steaming									
e) frying									
f) baking									
g) microwaving									

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: _____

 © Pearson Education Limited 2014

Unit 56: Produce basic pasta dishes

Unit code: 2PR9

Unit credit: 3

SCQF Unit level: 5

Introduction

This unit is about preparing, cooking and finishing basic pasta dishes, for example:

- meat and vegetable based lasagne
- macaroni cheese
- spaghetti bolognaise
- tagliatelle-based dishes
- stuffed pasta dishes i.e. cannelloni, ravioli, tortellini

 © Pearson Education Limited 2014

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. How to check the pasta and other ingredients meet dish requirements K2. What quality points to look for in pasta and other ingredients used in the dish K3. What you should do if there are problems with the pasta and other ingredients used in the dish K4. Why time and temperature are important when cooking and finishing basic pasta dishes K5. The correct tools and equipment used for the relevant preparation and cooking methods K6. How to carry out the relevant preparation and cooking methods K7. Why it is important to use the correct tools, equipment and techniques K8. How to identify when pasta dishes have the correct colour, flavour, texture and quantity K9. The correct temperatures for holding and serving pasta dishes K10. How to cool pasta in a way that ensures effective food safety prior to storage K11. How to safely store cooked pasta dishes K12. Healthy eating options when making pasta dishes		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 2PR9

Produce basic pasta dishes

What you must cover

C1 Pasta (at least **three** from)

a) stuffed pasta
b) shaped pasta
c) lasagne
d) dried pasta
e) pre-prepared fresh pasta

C2 Preparation and Cooking methods (at least **three** from)

a) blanching
b) straining
c) mixing
d) boiling
e) baking

 © Pearson Education Limited 2014

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 the pasta and other ingredients meet dish requirements									
2. Choose and use tools and equipment correctly									
3. Prepare and cook the pasta and other ingredients to meet dish requirements									
4. Make sure the pasta dish has the correct flavour, colour, texture and quantity									
5. Present and garnish the pasta dish to meet requirements									

 © Pearson Education Limited 2014

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. Make sure the pasta dish is at the correct temperature for holding and serving									
7. Safely store any cooked pasta dishes not for immediate use									

Element 2PR9: Produce basic pasta dishes									
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 Pasta									
a) stuffed pasta									
b) shaped pasta									
c) lasagna									
d) dried pasta									
e) pre-prepared fresh pasta									
C2 Preparation and Cooking methods									
a) blanching									
b) straining									
c) mixing									
d) boiling									
e) baking									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Unit 57: Produce basic egg dishes

Unit code: 1PR10

Unit credit: 3

SCQF Unit level: 4

Introduction

This unit is about preparing, cooking and finishing basic egg dishes, for example:

- scrambled egg
- poached eggs
- omelettes
- boiled eggs
- sweet and savoury egg dishes

 © Pearson Education Limited 2014

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. How to check the eggs and other ingredients meet dish requirements K2. What you should do if there are any problems with the eggs and other ingredients K3. Why time and temperature are important when cooking and finishing basic egg dishes K4. The correct tools and equipment used for the relevant preparation and cooking methods K5. How to carry out the relevant preparation and cooking methods K6. Why it is important to use the correct tools, equipment and techniques K7. How to identify when egg dishes have the correct colour, texture and quantity K8. How to finish basic egg dishes K9. The correct temperatures for holding and serving egg dishes K10. How to safely store cooked egg dishes K11. Healthy eating options when making egg dishes		

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Element 1P210

Produce basic egg dishes

What you must cover

C1 Eggs (at least **one** from)

a) fresh egg

b) pasteurised egg

C2 Preparation and Cooking methods (at least **four** from)

a) boiling

b) whisking

c) frying/griddling

d) poaching

e) baking

f) scrambling

g) bain marie

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 the eggs and other ingredients meet dish requirements									
2. Choose and use tools and equipment correctly									
3. Prepare and cook the eggs and other ingredients to meet dish requirements									
4. Make sure the egg dish has the correct colour, texture and quantity									
5. Present and finish the egg dish to meet requirements									

 © Pearson Education Limited 2014

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. Make sure the egg dish is at the correct temperature for holding and serving									
7. Safely store any cooked egg dishes not for immediate use									

Element 1PR10: Produce basic egg dishes									
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 Eggs									
a) fresh egg									
b) pasteurised egg									
C2 Preparation and Cooking methods									
a) boiling									
b) whisking									
c) frying/griddling									
d) poaching									
e) baking									
f) scrambling									
g) bain marie									

 © Pearson Education Limited 2014

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: _____

 © Pearson Education Limited 2014

Annexe A

Evidence Requirements

Levels 1 and 2 Hospitality Generic 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.

Hospitality Generic units (Levels 1-2)
Evidence requirements are included in this document for the following units: 1GEN1/09 Maintain a safe, hygienic and secure working environment 1GEN3/10 Maintain customer care 1GEN4/09 Work effectively as part of a hospitality team 1GEN5/10 Clean and store crockery and cutlery 1GEN6/10 Maintain a vending machine 1GEN7/10 Maintain, handle and clean knives 2GEN2/10 Order stock 2GEN3/09 Maintain food safety when storing, preparing and cooking food 2GEN4/10 Maintain food safety when storing, holding and serving food 2GEN9/10 Maintain and deal with payments Evidence requirements for the following units are set by the SSC in brackets.

2GEN1/10	Give customers a positive impression of yourself and your organisation (ICS)
2GEN5/10	Resolve Customer service problems (ICS)
2GEN6/10	Promote additional services or products to customers(ICS)
2GEN7/10	Deal with customers across a language divide (ICS)
2GEN8/10	Maintain customer service through an effective handover (ICS)

 © Pearson Education Limited 2014

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 *may* 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** *(at least **one** from the following)* (a) relating to equipment (b) relating to areas where you work (c) relating to personal clothing C2 **Ways of dealing with hazards** *(at least **one** from the following)* (a) putting them right yourself (b) reporting them to appropriate colleagues (c) warning other people C3 **Emergency procedures** *(at least **one** from the following)* (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.

 © Pearson Education Limited 2014

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** *(at least **three** from the following)* (a) face to face (b) in writing (c) by telephone (d) by text message (e) by e-mail (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.

 © Pearson Education Limited 2014

2GEN3/09	*Maintain Food Safety when preparing, storing and cooking food*
Element 2GEN3/09.1	*Keep yourself clean and hygienic*
what you must **DO** for 2GEN3/09.1	The assessor must assess statements P1–P3 and P5 by direct observation
what you must **COVER** for 2GEN3/09.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Clothes** *(at least **four** from)* (a) trousers (b) tops/jackets (c) coats (d) disposable gloves (e) shoes (f) headgear (g) aprons C2 **Appropriate times to wash your hands** *(at least **five** from)* (a) after going to the toilet or in contact with faeces (b) when going into food preparation and cooking areas including after any work breaks (c) after touching raw food and waste (d) before handling raw food (e) after disposing of waste (f) after cleaning (g) changing dressings or touching open wounds C3 **Unsafe behaviour** *(at least **none** from)* (a) failure to wash hands thoroughly when necessary (b) touching your face, nose or mouth, blowing your nose (c) chewing gum (d) eating (e) smoking (f) scratching Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

Element 2GEN3/09.2	***Keep your working area clean and hygienic***
what you must **DO** for 2GEN3/09.2	The assessor must assess statements P9, P10 and P12 by direct observation.
what you must **COVER** for 2GEN3/09.2	There must be performance evidence, gathered through observing the candidate's work for: C4 **Surfaces and equipment** *(at least **two** from)* (a) surfaces and utensils for preparing, cooking and holding food (b) surfaces and utensils used for displaying and serving food (c) appropriate cleaning equipment Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2GEN3/09.3	***Store food safely***
what you must **DO** for 2GEN3/09.3	The assessor must assess statements P15–P20 by direct observation.
what you must **COVER** for 2GEN3/09.3	There must be performance evidence, gathered through observing the candidate's work for: C5 **Storage areas** *(at least **two** from)* (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.

 © Pearson Education Limited 2014

Element 2GEN3/09.4	***Prepare, cook and hold food safely***
what you must **DO** for 2GEN3/09.4	The assessor must assess statements P25 and P26 by direct observation.
what you must **COVER** for 2GEN3/09.4	There must be performance evidence, gathered through observing the candidate's work for: C6 **Operations** *(at least **four** from)* (a) defrosting food (b) preparing food, including washing and peeling (c) cooking food (d) reheating food (e) holding food before serving (f) cooling cooked food not for immediate consumption (g) freezing cooked food not for immediate consumption C7 **Hazards** *(at least **none** from)* (a) 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.

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 must 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 must 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 must 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** *(at least **one** from)* (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.

 © Pearson Education Limited 2014

Element 2GEN4/10.4	*Hold and serve food safely*
What you must **DO** for 2GEN4/10.4	The assessor must 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** *(at least **three** from)* (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.

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: C1 **work area** *(at least **two** from)* a) serving area b) seated area c) waiting area C2 **service equipment** *(at least **two** from)* a) display units b) heated units c) refrigerated units d) beverage equipment

ELEMENT 1FS3/10.1	***Prepare areas for counter/takeaway service*** *(continued)*
	C3 **service items** *(at least **four** 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 **one** from)* a) seasonings b) sugars and sweeteners c) prepared sauces and dressings C5 **promotional materials** (*at least **one** from)* a) menus b) posters c) black/white board d) illustrated menus board e) promotional materials showing special offers Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

ELEMENT 1FS3/10.2	*Clear areas for counter/takeaway service*
What you must **DO** for Element 1FS3/10.2	The assessor must assess statements 8, 9, 11 and 12 by directly observing the candidate's work. The assessor may assess statement 10 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 1FS3/10.2	There must be performance evidence, gathered through observing the candidate's work for: C1 **work area** *(at least **two** from)* a) serving area b) seated area c) waiting area C2 **service equipment** *(at least **two** from)* a) display units b) heated units c) refrigerated units d) beverage equipment C6 **re-usable items** *(at least **two** from)* a) trays b) service utensils c) food containers d) crockery e) cutlery C4 **condiments and accompaniments** *(at least **one** from)* a) seasonings b) sugars and sweeteners c) prepared sauces and dressings
	Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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 must assess statements 1-5 by directly observing the candidate's work.
What you must **COVER** for Element 1FS4/09.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **customers** *(at least **one** from):* a) customers with routine needs b) customers with non-routine needs C2 **information** *(at least **two** from)*: a) items available b) ingredients c) prices, special offers and promotions C3 **food and drink items** *(at least **two** from):* a) hot food b) cold food c) hot drinks d) cold drinks C4 **condiments and accompaniments** *(at least **two** from):* a) seasonings b) sugars/sweeteners c) prepared sauces/dressings Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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	There must be performance evidence, gathered through observing the candidate's work for: C5 **service items** *(at least **three** from):* a) service utensils b) food containers/dispensers c) trays d) crockery e) cutlery f) disposable items C6 **drink items** *(at least **two** from food):* a) hot food b) cold food c) hot drinks d) cold drinks 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	There must be performance evidence, gathered through observing the candidate's work for: **C1 service operations** *(at least **one** from)*: a) restaurant table service b) function service **C2 service equipment** *(at least **four** 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 **one** from)*: a) dry seasonings/flavourings b) mustards, sauces and salad dressings c) prepared bread items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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	There must be performance evidence, gathered through observing the candidate's work for: **C4 table items** *(at least **four** 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 operations** *(at least **one** from)*: a) restaurant table service b) function service **C6 cover lay-up** *(at least **one** from):* a) full place settings for a la carte menu b) full place settings for table d'hôte menu c) full place settings for function Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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	There must be performance evidence, gathered through observing the candidate's work for: **C7 table items** (*at least **four** 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 **two** from):* a) customer dining areas b) sideboards/side tables/trolleys c) service preparation areas **C9 service equipment** (at least **three** 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 Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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	The assessor must assess statements 1, 2, 3, 4, 6 and 7by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2FS2/10.1	There must be performance evidence, gathered through observing the candidate's work for: **C1 Customers** *(at least **one** from):* a) with special requirements b) without special requirements **C2 Customer requirements** *(at least **two** from):* a) correct number of place settings b) dietary requirements c) special seating requirements **C3 Service operations** *(at least **one** from):* a) table service b) function service **C4 Information** *(at least **two** from):* a) dishes available b) dish composition and method of cooking c) prices d) special offers and promotions Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

ELEMENT 2FS2/10.12	***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	There must be performance evidence, gathered through observing the candidate's work for: **C5 table items** *(at least **three** from):* a) crockery b) cutlery and silverware c) glassware d) napkins e) condiments and accompaniments **C6 Service equipment** *(at least **two** from):* a) dishes/linens, flats b) trays/trolley service cutlery and silverware c) service cloths/linen **C7 Service method** *(at least **one** from):* a) plated items b) served items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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	There must be performance evidence, gathered through observing the candidate's work for: **C1 Service equipment** *(at least **two** from):* a) dishes/liners/flats b) service cutlery/silverware c) service cloths/linen **C2 Silver operation** *(at least **one** from):* a) function silver service b) restaurant silver service c) buffet/carvery silver service **C3 Food items** *(at least **five** 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 Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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: **C4 Courses** *(at least **all** from):* a) starter b) main course c) dessert **C5 Service operation** *(at least **one** from):* a) function silver service b) restaurant silver service c) buffet/carvery silver service **C6 Table items** *(at least **two** from):* a) glassware b) condiments and accompaniments c) table decorations Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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 must assess statements 1-6 by directly observing the candidate's work.
What you must **COVER** for Element 2FS4/10.1	There must be performance evidence, gathered through observing the candidate's work for: **C1 Service style** *(at least **one** from):* a) served buffet/carvery b) self-service buffet/carvery **C2 Table items** *(at least **three** from):* a) crockery b) cutlery/silverware c) glassware d) table coverings e) napkins f) decorative items g) flowers **C3 Service equipment** *(at least **two** from):* a) dishes/flats/plates b) service cutlery/silverware c) service cloths/linen **C4 Food items** *(at least **two** from):* a) hot food b) cold food c) accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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	There must be performance evidence, gathered through observing the candidate's work for: **C5 Service style** *(at least **one** from):* a) served buffet/carvery b) self-service buffet/carvery **C6 Service equipment** *(at least **two** from):* a) dishes/flats/plates b) service cutlery/silverware c) service cloths/linen **C7 Food items** *(at least **two** from):* a) hot food b) cold food c) accompaniments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

Unit 2FS5/09	*Convert a room for dining*
ELEMENT 2FS5/09.1	***Set up food dining areas***
What you have to do **DO** for Element 2FS5/09.1	The assessor must assess statements 2, 3 and 5 by directly observing the candidate's work. For statement 1, 'ensure the required number of staff are available' must be observed however where there is no naturally occurring evidence for 'informing the right person when more staff is required', the assessor may assess the candidate through questioning or witness testimony for this aspect. The assessor may assess statements 4 and 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2FS5/09.1	There must be performance evidence, gathered through observing the candidate's work for: **C1 Dining equipment** *(at least **two** from):* a) tables b) chairs c) service surface **C2 Service equipment** *(at least **three** from):* a) customer cutlery b) service apparatus c) customer plates/bowls d) condiments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

ELEMENT 2FS5/09.2	***Return food dining area to it's original state***
What you have to **DO** for Element 2FS5/09.2	The assessor must assess statements 2, 4, 5 and 6 by directly observing the candidate's work. For statement 1, 'ensure the required number of staff are available' must be observed however where there is no naturally occurring evidence for 'informing the right person when more staff is required', the assessor may assess the candidate through questioning or witness testimony for this aspect. The assessor may assess statement 3 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2FS5/09.2	There must be performance evidence, gathered through observing the candidate's work for: **C1 Dining equipment** *(at least **two** from):* a) tables b) chairs c) service surface **C2 Service equipment** *(at least **three** from):* a) customer cutlery b) customer plates/bowls c) service apparatus d) condiments Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2BS1/10.1	There must be performance evidence, gathered through observing the candidate's work for: **C1 Stocks for drinks service** *(at least **three** 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 **two** from):* a) ice b) food garnishes for drinks c) accompaniments for hot drinks d) decorative items from drinks **C3 Service equipment** *(at least **four** from):* 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 **C4 Electrical equipment** *(at least **one** from):* a) refrigerated units b) ice machine **C5 Service areas** *(at least **three** from):* a) counters and shelves b) waste bins/bottle containers c) floors d) tables and chairs Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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: **C1 Stocks for drinks service** *(at least **three** 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 **two** from):* a) ice b) food garnishes for drinks c) accompaniments for hot drinks d) decorative items from drinks **C3 Service equipment** *(at least **four** from):* 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 **C4 Electrical equipment** *(at least **one** from):* a) refrigerated units b) ice machine **C5 Service areas** *(at least **three** from):* a) counters and shelves b) waste bins/bottle containers c) floors d) tables and chairs Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

ELEMENT 2BS1/10.3	***Clean and store glassware***
What you must **DO** for Element 2BS1/10.3	The assessor must assess statements 10, 11, 12, 13, 15, 16 and 17 by directly observing the candidate's work. The assessor may assess statement 14 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2BS1/10.3	There must be performance evidence, gathered through observing the candidate's work for: **C6 Glassware** *(at least **one** from):* a) glasses b) water jugs Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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: **C1 Information** *(at least **two** from):* a) price b) alcoholic content c) name and type of drink d) style characteristics **C2 Drinks** *(at least **two** 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 **two** from):* a) ice/water b) food garnishes for drinks c) decorative items/stirrers Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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: **C4 Drinks** *(at least **three** from):* a) bottled b) draught c) drinks in cans d) drinks in cartons e) free pouring/optics **C5 Customer** *(at least **one** from):* a) with routine needs b) with non-routine needs **C6 Service style** *(at least **one** from):* a) at the bar b) at the table Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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	There must be performance evidence, gathered through observing the candidate's work for: **C1 Equipment** *(at least **five** 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 **three** from):* a) fruit b) fruit juices/soft drinks c) cream/milk d) alcohol **C3 Accompaniments** *(at least **three** from):* a) ice b) food garnish c) salt/sugar d) decorative items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

ELEMENT 2BS3/10.2	***Mix and serve cocktails***
What you must **DO** for Element 2BS3/10.2	The assessor must assess statements 5,6,8,9 and 10 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 2BS3/10.2	There must be performance evidence, gathered through observing the candidate's work for: **C4 Information** *(at least **two** from):* a) price b) ingredients c) relative strength d) measures C5 Type of **cocktails** *(at least **four** 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 **three** from):* a) shaken b) mixed c) stirred d) blended e) built/poured **C7 Accompaniments** *(at least **two** from):* a) ice b) food garnish c) salt/sugar d) decorative items **C8 Equipment** *(at least **five** 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 Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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	There must be performance evidence, gathered through observing the candidate's work for: **C1 Service equipment** *(at least **four** from):* a) glassware b) trays c) service cloths/linen d) corkscrews/bottle opener d) ice buckets/stands f) chillers/coolers **C2 Wine** *(at least **two** from)* a) red b) white/rosé c) sparkling/semi-sparkling d) dessert Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

ELEMENT 2BS4/10.2	***Determine customer requirements for wine***
What you must **DO** for Element 2BS4/10.2	The assessor must assess statements 5, 6, 8 and 10 by directly observing the candidate's work. The assessor may assess statements 7 and 9 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2BS4/10.2	There must be performance evidence, gathered through observing the candidate's work for: **C3 Wine list information** *(at least **three** from):* a) name and type of wine b) price c) style characteristics d) country of origin **C4 Customer needs** *(at least **one** from):* a) customer taste and style b) price c) occasion d) matching wine to menu items Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2BS4/10.3	***Present and serve wine***
What you must **DO** for Element 2BS4/10.3	The assessor must assess statements 11, 12, 13, 14 and 16 by directly observing the candidate's work. The assessor may assess statement **15** through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2BS4/10.3	There must be performance evidence, gathered through observing the candidate's work for: **C1 Service equipment** *(at least **four** from):* a) glassware b) trays c) service cloths/linen d) corkscrews/bottle openers e) ice buckets/stands f) chillers/coolers **C2 Wine** *(at least **three** from)* a) red b) white/rosé c) sparkling/semi-sparkling d) dessert

 © Pearson Education Limited 2014

ELEMENT 2BS4/10.3	***Present and serve wine*** *(continued)*
	C3 Style of service *(at least **two** from):* a) by the glass b) by the bottle c) by the carafe/decanter Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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: **C1 Equipment** *(at least **two** 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 Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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: **C3 Kegs or gas cylinders** *(at least **three** from):* a) beer b) cider c) lager d) real ales e) carbon dioxide/mixed gas cylinders f) bulk gas Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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	There must be performance evidence, gathered through observing the candidate's work for: **C1 Drinks dispense line** (**All** from) a) beer/stout/lager/cider dispense lines Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

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	There must be performance evidence, gathered through observing the candidate's work for: **C1 Preparation equipment** *(at least **one** from):* a) small vending machines b) urns/kettles c) coffee pots d) tea pots **C2 Service equipment** *(at least **two** from):* a) cutlery b) glassware c) crockery d) trays **C3 Other equipment** *(at least **one** from):* a) dish washers b) fridges/freezers c) thermometers **C4 Drinks** *(at least **two** from):* a) coffee b) hot chocolate c) tea **C5 Drink ingredients** *(at least **three** 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 **two** from):* a) sugar b) milk c) dusting/topping powder d) cream Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

ELEMENT 2BS7/10.2	***Prepare and serve hot drinks***
What you must **DO** for Element 2BS7/10.2	The assessor must assess statements 5,6,8,9 and 10 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 2BS7/10.2	There must be performance evidence, gathered through observing the candidate's work for: **C4 Drinks** *(at least **two** from):* a) coffee b) hot chocolate c) tea **C7 Preparation equipment** *(at least **one** from):* a) small vending machines b) kettles c) urns d) coffee pots e) tea pots **C2 Service equipment** *(at least **two** from):* a) cutlery b) glassware c) crockery d) trays **C5 Drink ingredients** *(at least **three** 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 **two** from):* a) sugar b) milk c) dusting/topping powder d) cream Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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 must assess statements 1-4 by directly observing the candidate's work.
What you must **COVER** for Element 2BS8/10.1	There must be performance evidence, gathered through observing the candidate's work for: **C1 Preparation equipment** *(at least **four** from):* a) espresso machine b) cream whipper c) knock out box d) bean grinders e) filter system f) cafétiere g) blender h) steamer i) urn **C2 Service equipment** *(at least **two** from):* a) cutlery b) glassware c) crockery d) trays **C3 Other equipment** *(at least **two** from):* a) dish washers b) fridges/freezers c) thermometers d) temperature records **C4 Promotional and display material** *(at least **one** from)* a) menus b) leaflets c) posters **C5 Drinks** *(at least **three** from):* a) coffee b) hot chocolate c) tea d) steamed milk drinks e) iced drinks

Issue 3 — June 2014 © Pearson Education Limited 2014

ELEMENT 2BS8/10.1	***Prepare work area and equipment for service*** *(continued)*
	C6 Drink ingredients *(at least **five** 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 **two** from):* a) sugar b) dusting/topping powder c) cream Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2BS8/10.2	***Prepare and serve hot drinks***
What you must **DO** for Element 2BS8/10.2	The assessor must assess statements 5, 6, 8, 9, 10 and 11 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 2BS8/10.2	There must be performance evidence, gathered through observing the candidate's work for: **C8 Information** *(at least **one** from):* a) price b) relative strength c) ingredients d) origin of drink **C5 Drinks** *(at least **three** from):* a) coffee b) hot chocolate c) tea d) steamed milk drinks e) iced drinks (i.e. frappe/iced tea)

ELEMENT 2BS8/10.2	***Prepare and serve hot drinks*** *(continued)*
	C1 Preparation equipment *(at least **three** from):* a) espresso machine b) cream whipper c) knock out box d) bean grinders e) filter system f) cafétiere g) blender h) steamer i) urn **C2 Service equipment** *(at least **two** from):* a) cutlery b) glassware c) crockery d) trays **C6 Drink ingredients** *(at least **five** 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 **two** from):* a) sugar b) dusting/topping powder c) cream Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

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	There must be performance evidence, gathered through observing the candidate's work for: **C1 Deliveries** *(at least **four** from):* a) crated bottled drinks b) boxed bottled drinks c) beer kegs d) gas cylinders e) bar equipment f) glasses Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.
ELEMENT 2BS9/10.2	***Store and issue drinks stock***
What you must **DO** for Element 2BS9/10.2	The assessor must assess statements 7, 8 and 11 by directly observing the candidate's work. The assessor may assess statements 9 and 10 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2BS9/10.2	There must be performance evidence, gathered through observing the candidate's work for: **C2 Storage conditions** *(at least **four** from):* a) lighting b) ventilation c) temperature d) cleanliness **C3 Drink items** *(at least **three** from):* a) crated bottled drinks b) boxed bottled drinks c) bottled wines d) bottled spirits e) keg beers f) cask beers Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

1HK1/10	*Collect Linen and Make Beds*
Element 1HK1/10.1	***Collect clean linen and bed coverings***
what you must DO for 1HK1/10.1	The assessor must assess statements P1–P4 by direct observation.
what you must COVER for 1HK1/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Linen and bed coverings** *(at least **five** from)* (a) sheets (b) blankets/duvets (c) bedspreads/throws (d) pillow cases/sheets (e) waterproof sheets (f) valances (g) mattress protectors (h) duvets/pillows (i) bathroom linen Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
Element 1HK1/10.2	***Strip and make beds***
what you must **DO** for 1HK1/10.2	The assessor must assess statements P5–P11 by direct observation.
what you must **COVER** for 1HK1/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 **Linen and bed coverings** *(at least **five** from)* (a) sheets (b) blankets/duvets (c) bedspreads/throws (d) waterproof sheets (e) valances (f) mattress protectors (g) duvets/pillows (h) pillowcases/sheets C3 **Beds** *(at least **one** from)* (a) double/single beds (b) cots/folding beds (c) zip and link (d) sofa beds C4 **Customer** *(at least one from)* (a) new (b) stay over Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

1HK2/10	*Clean Windows from the Inside*
1HK2/10.1	***Prepare to clean windows from the inside***
what you must **DO** for 1HK2/10.1	The assessor must assess statements P1–P3 and P5 by direct observation.
what you must **COVER** for 1HK2/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Preparation of work area** *(at least **two** from)* (a) use of protective clothing (b) put up hazard warning signs (c) protect surrounding areas C2 **Surfaces** *(at least **both** from)* (a) windows (b) window frames C3 **Cleaning equipment and materials** *(at least **two** from)* (a) cloths (b) cleaning chemicals (c) squeegees C4 **Dirt** *(at least **one** from)* (a) loose dirt (b) dirt that is hard to remove Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
1HK2/10.2	***Clean the inside surfaces of windows***
what you must **DO** for 1HK2/10.2	The assessor must assess statements P6–P8 and P10–P12 by direct observation.
what you must **COVER** for 1HK2/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 **Surfaces** *(at least **both** from)* (a) windows (b) window frames C4 **Dirt** *(at least **one** from)* (a) loose dirt (b) dirt that is hard to remove Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

2HK1/10	***Clean and Service a Range of Areas***
Element 2HK1/10.1	***Clean and service toilet and bathroom areas***
what you must **DO** for 2HK1/10.1	The assessor must assess statement P1–P5 and P8 by direct observation.
what you must **COVER** for 2HK1/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Preparations** *(at least **one** from)* (a) use of protective clothing (b) put up hazard warning signs (c) protect surrounding areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2HK1/10.2	***Clean and service furnished areas***
what you must **DO** for 2HK1/10.2	The assessor must assess statement P9–P13 and P16 by direct observation.
what you must **COVER** for 2HK1/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 **Preparations** *(at least **one** from)* (a) use of protective clothing (b) use hazard warning signs (c) protect vulnerable surrounding areas Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

Element 2HK1/10.3	***Dispose of waste***
what you must **DO** for 2HK1/10.3	The assessor must assess statements P17–P19 by direct observation.
what you must **COVER** for 2HK1/10.3	There must be performance evidence, gathered through observing the candidate's work for: C3 **Waste** *(at least **one** from)* (a) hazardous waste (b) non-hazardous waste C4 **Collection methods** *(at least **two** from)* (a) external collection (b) incineration/compression (c) recycling Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

2HK2/10	***Work Using Different Chemicals and Equipment***
Element 2HK2/10.1	***Work using different chemicals***
what you must **DO** for 2HK2/10.1	The assessor must assess statements P1–P5 by direct observation.
what you must **COVER** for 2HK2/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Chemicals** *(at least **three** from)* (a) multi-surface cleaner (b) toilet cleaner (c) glass cleaner (d) air freshener (e) polish (f) sanitizer (g) other Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation. **For this Unit, the assessor is only required to collect supplementary evidence for:* • *two from equipment* • *three from attachments* • *three from chemicals*

 © Pearson Education Limited 2014

Element 2HK2/10.2	*Work using manual equipment*
what you must **DO** for 2HK2/10.2	The assessor must assess statements P6–P10 by direct observation.
what you must **COVER** for 2HK2/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 **Manual Equipment** *(at least **five** from)* (a) mop systems for wet use (b) mop systems for dry use (c) colour-coded cloths (d) duster (e) bucket (f) sponge/non-abrasive pad (g) brushes (h) dustpan (i) abrasive pad Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation. **For this Unit, the assessor is only required to collect supplementary evidence for:* • *two from equipment* • *three from attachments* • *three from chemicals*

Issue 3 — June 2014 © Pearson Education Limited 2014

Element 2HK2/10.3	*Work using electrical equipment*
what you must **DO** for 2HK2/10.3	The assessor must assess statements P11–P15 by direct observation.
what you must **COVER** for 2HK2/10.3	There must be performance evidence, gathered through observing the candidate's work for: C3 **Electrical Equipment** *(at least **one** from)* (a) vacuum cleaners (b) suction dryers (c) polishers/burnishers (d) scrubbers (e) spray extractors C4 **Attachments** *(at least **two** from)* (a) hard/soft floor attachments (b) upholstery attachments (c) brushes/pads (d) crevice tools (e) spray extractors/nozzles (f) hoses C5 **Chemicals** *(at least **two** from)* (a) carpet shampoo (b) foam inhibitor (c) spray polish (d) floor maintainer (e) floor stripper (f) degreasers (g) greasy stain removers (h) non-greasy (i) stain removers (j) cleaning granules Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation. **For this Unit, the assessor is only required to collect supplementary evidence for:* • **two** from **equipment** • **three** from **attachments** • **three** from **chemicals**

 © Pearson Education Limited 2014

2HK3/10	*Maintain Housekeeping Supplies*
2HK3/10.1	***Receive and check housekeeping supplies***
what you must **DO** for 2HK3/10.1	The assessor must assess statements P1–P5 by direct observation.
what you must **COVER** for 2HK3/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Deliveries** *(at least **one** from)* (a) external suppliers (b) internal suppliers C2 **Housekeeping supplies** *(at least **two** from)* (a) equipment (b) materials (c) customer supplies Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
2HK3/10.2	***Store and issue housekeeping supplies***
what you must **DO** for 2HK3/10.2	The assessor must assess statements P6– P11 by direct observation.
what you must **COVER** for 2HK3/10.2	There must be performance evidence, gathered through observing the candidate's work for: C3 **Housekeeping supplies** *(at least **two** from)* (a) equipment (b) materials (c) customer supplies C4 **Storage conditions** *(at least **three** from)* (a) lighting (b) ventilation (c) temperature (d) cleanliness Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

2HK4/10	***Clean, Maintain and Protect Hard Floors***
Element 2HK4/10.1	***Prepare to maintain hard floors***
what you must **DO** for 2HK4/10.1	There are no 'what you must do' for 2HK4/10.1
what you must **COVER** for 2HK4/10.1	There are no 'what you must cover' for 2HK4/10.1
Element 2HK4/10.2	***Clean hard floors***
what you must **DO** for 2HK4/10.2	There are no 'what you must do' for 2HK4/10.2
what you must **COVER** for 2HK4/10.2	There are no 'what you must cover' for 2HK4/10.2
Element 2HK4/10.3	***Protect hard floors***
what you must **DO** for 2HK4/10.3	There are no 'what you must do' for 2HK4/10.3
what you must **COVER** for 2HK4/10.3	There are no 'what you must cover' for 2HK4/10.3

2HK5/10	***Clean and Maintain Soft Floors and Furnishings***
Element 2HK5/10.1	***Prepare to maintain soft floors or furnishings***
what you must **DO** for 2HK5/10.1	There are no 'what you must do' for 2HK5/10.1
what you must **COVER** for 2HK5/10.1	There are no 'what you must cover' for 2HK5/10.1
Element 2HK5/10.2	***Maintain soft floors and furnishings***
what you must **DO** for 2HK5/10.2	There are no 'what you must do' for 2HK5/10.2
what you must **COVER** for 2HK5/10.2	There are no 'what you must cover' for 2HK5/10.2

 © Pearson Education Limited 2014

2HK6/10	*Provide a Linen Service*
Element 2HK6/10.1	***Receive and check clean linen***
what you must **DO** for 2HK6/10.1	The assessor must assess statements P1, P2 and P4–P6 by direct observation.
what you must **COVER** for 2HK6/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Deliveries** *(at least **one** from)* (a) internal linen supply (b) external linen supply C2 **Presentation requirements** *(at least **three** from)* (a) clean (b) free from stains (c) free from fabric damage (d) folded correctly Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2HK6/10.2	***Store and issue clean linen***
what you must **DO** for 2HK6/10.2	The assessor must assess statements P7–P10, P12 and P13 by direct observation.
what you must **COVER** for 2HK6/10.2	There must be performance evidence, gathered through observing the candidate's work for: C3 **Conditions** *(at least **three** from)* (a) lighting (b) ventilation (c) temperature (d) cleanliness Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

2HK7/10	*Carry Out Periodic Room Servicing and Deep Cleaning*
Element 2HK7/10.1	***Carry out periodic room servicing***
what you must **DO** for 2HK7/10.1	The assessor must assess statements P1–P5 by direct observation.
what you must **COVER** for 2HK7/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Periodic room servicing** *(at least **one** from)* (a) turning mattresses (b) changing curtains and drapes (c) changing other soft furnishings as required Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2HK7/10.2	***Carry out periodic deep cleaning***
what you must **DO** for 2HK7/10.2	The assessor must assess statements P7–P11 by direct observation.
what you must **COVER** for 2HK7/10.2	There must be performance evidence, gathered through observing the candidate's work for: C2 **Preparations** *(at least **two** from)* (a) use of appropriate protective clothing (b) move furniture to clean underneath (c) protect vulnerable surrounding areas C3 **Periodic deep cleaning** *(at least **five** from)* (a) high dusting (b) vacuum under furniture and carpet edges (c) clean shower rails, plug traps, drains, gulleys and behind pedestals (d) clean pull cords, plugs and switches (e) clean skirting boards and other paintwork (f) clean air vents and extractors Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

2FOH2/10	*Deal with the arrival of customers*
what you must **DO** for 2FOH2/10	The assessor must assess statements P1, P2 and P4–P6 by direct observation.
what you must **COVER** for 2FOH2/10	There must be performance evidence, gathered through observing the candidate's work for: C1 **Customers** *(at least **one** from)* (a) customers with routine requirements (b) customers with special requirements (c) customers without advanced bookings C2 **Booking systems** *(at least **one** from)* (a) computerised system (b) manual system C3 **Information to customers** *(at least **four** from)* (a) location of room (b) key security and safety procedures (c) services and facilities available (d) prices (e) special offers and promotions available C4 **Services and facilities** *(at least **one** from)* (a) business facilities (b) leisure facilities (c) food and beverage facilities Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

2FOH3/10	*Dealing with Bookings*
Element 2FOH3/10.1	***Deal with booking enquiries***
what you must **DO** for 2FOH3/10.1	The assessor must assess statements P1–P4 by direct observation.
what you must **COVER** for 2FOH3/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Customers** *(at least **one** from)* (a) with routine requests (b) with special needs C2 **Enquiries** *(at least **three** from)* (a) face-to-face (b) telephone (c) letter or fax (d) e-mail (e) on-line booking systems C3 **Information** *(at least **two** from)* (a) services and facilities available (b) features and benefits of services and facilities (c) prices (d) special offers and promotions available Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

Element 2FOH3/10.2	*Confirm, cancel and amend bookings*
what you must **DO** for 2FOH3/10.2	The assessor must assess statements P5–P8 by direct observation.
what you must **COVER** for 2FOH3/10.2	There must be performance evidence, gathered through observing the candidate's work for: **C1 Customers** (*at least **one** from*) (a) with routine requests (b) with special needs **C4 Booking systems** (*at least **one** from*) (a) computerised systems (b) manual systems (c) on-line systems **C5 Booking amendments and cancellations** (*at least **one** from*) (a) change bookings (b) cancel bookings Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

2FOH4/10	*Prepare Customer Accounts and Deal with Departures*
Element 2FOH4/10.1	***Prepare and maintain customer accounts***
what you must **DO** for 2FOH4/10.1	The assessor must assess statements P1–P5 by direct observation.
what you must **COVER** for 2FOH4/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Account systems** *(at least **one** from)* (a) computerised systems (b) manual systems (c) online systems C2 **Account adjustments** *(at least **two** from)* (a) charges (b) allowances/discounts (c) refunds (d) deposits/pre-payments (e) transfers Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2FOH4/10.2	***Deal with the departure of customers***
what you must **DO** for 2FOH4/10.2	The assessor must assess statements P6–P10 by direct observation.
what you must **COVER** for 2FOH4/10.2	There must be performance evidence, gathered through observing the candidate's work for: C3 **Customer accounts** *(at least **one** from)* (a) those where part payment is required (b) those where full payment is required (c) those where the account does not require immediate settlement C4 **Account or booking system** *(at least **one** from)* (a) computerised (b) manual (c) online systems Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

2FOH1/10	*Deal with communications as part of the reception function*
Element 2FOH1/10.1	***Deal with incoming communications***
what you must **DO** for 2FOH1/10.1	The assessor must assess statements P1–P4 by direct observation.
what you must **COVER** for 2FOH1/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Communications** *(at least **two** from)* (a) by telephone (b) by letter or fax (c) using e-mail C2 **Enquiries** *(**both** from)* (a) those you can deal with yourself (b) those that need to be passed/transferred to another person/department Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2FOH1/10.2	***Deal with outgoing communications***
what you must **DO** for 2FOH1/10.2	The assessor must assess statements P6–P10 by direct observation.
what you must **COVER** for 2FOH1/10.2	There must be performance evidence, gathered through observing the candidate's work for: C3 **Methods of communicating** *(at least **two** from)* (a) by telephone (b) by letter or fax (c) using e-mail Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

2FOH5/10	*Produce documents in a business environment (CfA)*
what you must **DO** for 2FOH5/10	There are no 'what you must do' for 2FOH5/10
what you must **COVER** for 2FOH5/10	There are no 'what you must cover' for 2FOH5/10
2FOH6/10	*Use office equipment (CfA)*
what you must **DO** for 2FOH6/10	There are no 'what you must do' for 2FOH6/10
what you must **COVER** for 2FOH6/10	There are no 'what you must cover' for 2FOH6/10

2FOH8/10	*Handle Mail and Book External Services*
Element 2FOH8/10.1	*Handle mail and messages*
what you must **DO** for 2FOH8/10.1	The assessor must assess statements P1–P4 by direct observation.
what you must **COVER** for 2FOH8/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Mail** *(at least **one** from)* (a) letters (b) parcels (c) registered or courier delivered post (d) electronic C2 **Messages** *(at least **two** from)* (a) faxes (b) e-mails (c) typed/handwritten memos Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

Element 2FOH8/10.2	*Book external services*
What you must DO for 2FOH8/10.2	***The assessor must assess statements P5–P9 by direct observation.***
what you must **COVER** for 2FOH8/10.2	There must be performance evidence, gathered through observing the candidate's work for: C3 **Services** *(at least **two** from)* (a) transport (b) deliveries (c) entertainment Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

2FOH9/10	*Provide Reception Services (CfA)*
what you must **DO** for 2FOH9/10	There are no 'what you must do' for 2FOH9/10
what you must **COVER** for 2FOH9/10	There are no 'what you must cover' for 2FOH9/10

2FOH10/10	*Store and Retrieve Information (CfA)*
what you must **DO** for 2FOH10/10	There are no 'what you must do' for 2FOH10/10
what you must **COVER** for 2FOH10/10	There are no 'what you must cover' for 2FOH10/10

 © Pearson Education Limited 2014

2FOH11/10	*Provide Tourism Information Services to Customers*
Element 2FOH11/10.1	***Work with customers on their tourism information needs***
what you must **DO** for 2FOH11/10.1	The assessor must assess statements P1–P3 and P5 by direct observation.
what you must **COVER** for 2FOH11/10.1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Information sources** *(at least **three** from)* (a) electronic sources (b) brochures (c) directories (d) timetables (e) maps (f) guidebooks (g) external organisations (h) leaflets Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.
Element 2FOH11/10.2	***Seek tourism information and offer advice to customers***
what you must **DO** for 2FOH11/10.2	The assessor must assess statements P8–P10, P13 and P15 by direct observation.
what you must **COVER** for 2FOH11/10.2	There are no 'what you must cover' for 2FOH11/10.2

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)* (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 you 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 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

 © Pearson Education Limited 2014

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** *(**All** from)* (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 you 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 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 2GEN5/10.3	*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)* (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 you 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 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

 © Pearson Education Limited 2014

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

 © Pearson Education Limited 2014

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** *(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

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** *(at least **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

 © Pearson Education Limited 2014

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** *(at least **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

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** *(at least **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 peoples, systems or resources have let you down

 © Pearson Education Limited 2014

Element 2GEN8/10.1	*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** *(at least **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 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	There must be performance evidence, gathered through observing the candidate's work for: **C1 Materials** *(at least **two** from)* (a) cash (b) cash equivalents (c) relevant stationery (d) till/credit/debit rolls **C2 Machine** *(at least **two** from)* (a) cash (b) cheques (c) credit cards (d) debit cards (e) cash equivalents Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

 © Pearson Education Limited 2014

1FP2	*Prepare and finish simple salad and fruit dishes*
What you have to **DO** for 1FP2	The assessor must assess statements 1-4 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 1FP2	There must be performance evidence, gathered through observing the candidate's work for: **C1 ingredients** *(at least **three** from):* (a) frozen fruit (b) fresh fruit (c) fresh salad (d) prepared fruit (e) prepared salad **C2 prepare by** *(at least **three** from):* (a) peeling (b) trimming (c) washing (d) soaking (e) cutting (f) mixing Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

1FPC1	*Prepare and cook fish*
What you have to **DO** for 1FPC1	The assessor must assess statements 3, 4, 6, 7 and 8 by directly observing the candidate's work. The assessor may assess statements 1, 2 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 1FPC1	There must be performance evidence, gathered through observing the candidate's work for: C1 **fish** *(at least **two** from):* (a) coated (b) un-coated (c) frozen (d) un-frozen C2 **preparation methods** *(at least **one** from):* (a) defrosting (b) coating C3 **cooking methods** *(at least **two** from):* (a) deep frying (b) grilling (c) baking Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

1FPC2/09	*Prepare and cook meat and poultry*
What you have to **DO** for 1FPC2/09	The assessor must assess statements 3, 4, 6, 7 and 8 by directly observing the candidate's work. The assessor may assess statements 1, 2 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 1FPC2/09	There must be performance evidence, gathered through observing the candidate's work for: **C1 meat and poultry** *(at least **two** from):* (a) pre-prepared (b) uncoated (c) steaks (d) chops (e) chicken cuts **C2 preparation methods** *(at least **one** from):* (a) defrosting (b) seasoning **C3 cooking methods** *(at least **two** from):* (a) grilling/griddling (b) shallow frying (c) deep frying (d) microwaving Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

1PR1	*Prepare hot and cold sandwiches*
What you have to **DO** for 1PR1	The assessor must assess statements 1-3 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 1PR1	There must be performance evidence, gathered through observing the candidate's work for: **C1 Bread** *(at least **two** from):* (a) sliced bread (b) un-sliced bread (c) wraps (d) bread rolls **C2 fillings** *(at least **four** from):* (a) fats/pastes/spreads (b) cooked meat and poultry (c) cooked fish (d) dairy products (e) salad/vegetables/fruit (f) sauces/dressings/relishes **C3 preparation methods** *(at least **two** from)* (a) slicing (b) preparing fillings (c) garnishing (d) heating/toasting Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Issue 3 — June 2014 © Pearson Education Limited 2014

Unit 2P&C1/09	*Complete kitchen documentation*
What you have to **DO** for 2P&C1/09	The assessor must assess statements 1-2 by directly observing the candidate's work. The assessor may assess statements 3, 4 and 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 2P&C1/09	There must be performance evidence, gathered through observing the candidate's work for: **C1 relevant documents** *(at least **two** from)* a) temperature charts b) food safety information c) accident report forms d) equipment fault reports e) stock usage report Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2P&C2/09	*Set up and close kitchen*
ELEMENT 2P&C2/09.1	*Prepare kitchen for food operations*
What you have to **DO** for Element 2P&C2/09.1	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2P&C2/09.1	There must be performance evidence, gathered through observing the candidate's work for: **C1 Tools** *(at least **Both** from):* a) knives b) utensils **C2 Kitchen equipment** *(at least **five** from):* a) oven/combination oven b) grill c) hob d) fryer e) microwave f) steamer g) fridge/freezer Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

ELEMENT 2P&C2/09.2	***Prepare food items ready for operations***
What you have to **DO** for Element 2P&C2/09.2	The assessor must assess statements 1, 2, 3 and 5 by directly observing the candidate's work. The assessor may assess statement 4 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2P&C2/09.2	There must be performance evidence, gathered through observing the candidate's work for: **C3 Establishment requirements** *(at least **one** from):* a) number of customers b) menu requirements **C4 Ingredients** *(at least **two** from):* a) vegetables b) garnishes c) frozen products d) fresh high risk products **C5 Prepare** *(at least **two** from):* a) washing b) cutting c) defrosting d) weighing Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

ELEMENT 2P&C2/09.3	***Close kitchen after operations***
What you have to **DO** for Element 2P&C2/09.3	The assessor must assess statements 1, 2, 3, 4 and 6 by directly observing the candidate's work. The assessor may assess statement 5 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for Element 2P&C2/09.3	There must be performance evidence, gathered through observing the candidate's work for: **C6 Tools** *(at least **Both** from):* a) knives b) utensils **C7 Food storage equipment** *(at least **two** from):* a) fridge b) freezer c) dry store/larder **C8 Cooking equipment** *(at least **four** from)* a) oven/combination oven b) grill c) hob d) fryer e) microwave f) steamer Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

Unit 2FPC15/10	*Prepare and present food for cold presentation*
What you must **DO** for 2FPC15/10	The assessor must assess statements 1-5 by directly observing the candidate's work. The assessor may assess statement 6 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 2FPC15/10	There must be performance evidence, gathered through observing the candidate's work for: C1 **Food products** *(at least **six** from):* (a) bread products (b) salads (c) pre-prepared pies (d) cooked red/white meat (e) fish (f) pre-prepared terrines (g) pre-prepared patés (h) cured meats (i) shellfish (j) vinaigrette (k) cold sauces C2 **Garnish ingredients** *(at least **two** from):* (a) fruit (b) vegetables (c) herbs C3 **Preparation methods** *(at least **four** from):* (a) slicing (b) dressing (c) garnishing (d) portioning (e) whisking (f) combining ingredients Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

2PR1 Unit 2PR1	*Produce basic fish dishes*
What you have to **DO** for 2PR1	The assessor must assess statements 1-7 by directly observing the candidate's work. The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 2PR1	There must be performance evidence, gathered through observing the candidate's work for: C1 **Fish** *(at least **two** from)* a) raw fish portions b) processed fish products (i.e. fish cakes, coated fish portions) c) whole fish **C2 Cooking by** *(at least **four** from):* a) frying – deep b) frying – shallow c) grilling d) boiling (including boil in the bag) e) steaming f) baking g) microwaving Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2PR4	*Produce basic vegetable dishes*
What you have to **DO** for 2PR4	The assessor must assess statements 1-7 by directly observing the candidate's work. The assessor may assess statement 8 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 2PR4	There must be performance evidence, gathered through observing the candidate's work for: **C1 Vegetable** *(at least **four** from):* a) roots and tubers b) bulbs c) flower heads d) fungi e) seeds and pods f) leaves g) stems h) vegetable fruits C2 **Format** *(at least **one** from):* a) fresh b) frozen c) pre-prepared **C3 Cooking by** *(**at least four** from):* a) blanching b) boiling c) roasting d) baking e) grilling f) frying (deep/shallow/stir) g) steaming h) combination cooking methods i) microwaving Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

Unit 2PR8	*Produce basic rice, pulse and grain dishes*
What you have to **DO** for 2PR8	The assessor must assess statements 1-5 by directly observing the candidate's work. For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them (i.e. either holding **or** serving) but must observe the other. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 2PR8	There must be performance evidence, gathered through observing the candidate's work for: C1 **Ingredients** *(all **three** from):* a) rice b) peas, beans and lentils c) grain, including polenta C2 **Preparation and cooking methods** *(at least **four** from):* a) soaking and washing b) boiling c) braising d) steaming e) frying f) baking g) microwaving Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

Unit 2PR9	*Produce basic pasta dishes*
What you have to **DO** for 2PR9	The assessor must assess statements 1-5 by directly observing the candidate's work. For statement 6, where there is no naturally occurring evidence for both 'holding' and 'serving', the assessor may assess the candidate through questioning or witness testimony for one of them (i.e. either holding **or** serving) but must observe the other. The assessor may assess statement 7 through questioning or witness testimony if no naturally occurring evidence is available.
What you must **COVER** for 2PR9	There must be performance evidence, gathered through observing the candidate's work for: C1 **Pasta** (*at least **three** from*): a) stuffed b) shaped c) lasagne d) dried e) pre-prepared fresh C2 **Preparation and cooking methods** (*at least **three** from*) a) blanching b) straining c) mixing d) boiling e) baking Evidence for the remaining points under 'what you must cover' may be assessed through questioning or witness testimony.

 © Pearson Education Limited 2014

1PR10	*Produce Basic Egg Dishes*
What you have to **DO** for 1PR10	The Assessor must assess statements P1–P5 by direct observation. For statement P6, the assessor must 'observe' at least one from 'holding' and 'serving'
What you must **COVER** for 1PR10	There must be performance evidence, gathered through observing the candidate's work for: C1 **Eggs** *(at least **one** from)* a) fresh egg b) pasteurised egg C2 **Preparation and Cooking methods** *(at least **four** from)* a) boiling b) whisking c) frying/griddling d) poaching e) baking f) scrambling g) bain marie Evidence for the remaining points under 'what you must cover' may be assessed through questioning, witness testimony or simulation.

June 2014

For more information on Edexcel and BTEC qualifications please visit our websites: www.edexcel.com and www.btec.co.uk

Edexcel and BTEC are registered trademarks of Pearson Education Limited

Pearson Education Limited. Registered in England and Wales No. 872828
Registered Office: Edinburgh Gate, Harlow, Essex CM20 2JE.
VAT Reg No GB 278 537121