

Title	Understand how to operate a counter/ take-away service in food operations				
Ofqual unit ref	D/601/4596				
Level	2	Credit value	2	GLH	12
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
<p>1 Know how to provide customers with a counter/take-away service according to Standard Operating Procedures (SOPs)</p> <p>2 Know how to maintain work areas and equipment according to Standard Operating Procedures (SOPs)</p>			<p>1.1 Outline the importance of food safe working practices for serving customers at the counter</p> <p>1.2 Detail the importance of using separate serving equipment for each food item</p> <p>1.3 Describe the importance of serving food and drink items at the correct temperature</p> <p>1.4 State why portions must be controlled when serving customers</p> <p>1.5 State why information given to customers must be accurate</p> <p>1.6 Describe the types of unexpected situations that may occur when serving customers and how to deal with these</p> <p>2.1 State the food safe working practices for cleaning and why these are important</p> <p>2.2 State why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service</p> <p>2.3 State why waste must be handled and disposed of correctly</p> <p>2.4 Outline why a constant stock of service items should be maintained</p> <p>2.5 Describe the types of unexpected situations that may occur when clearing away and how to deal with these</p>		

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Unit purpose and aim(s)	<p>This unit is designed to assess the knowledge and understanding of learners in the workplace context, when understanding how to operate a counter/take away service in food operations. It can be assessed on or off the job. The learner must demonstrate their current knowledge and understanding, to meet all assessment criteria. Assessment methods appropriate to the needs of the learner must be used to generate satisfactory evidence of knowledge and understanding. The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.</p>	