

Title	Operate a counter/ take-away service in food operations				
Ofqual unit ref	F/601/4591				
Level	2	Credit value	2	GLH	4
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
<p>1 Provide customers with a counter/take-away service according to Standard Operating Procedures (SOPs)</p> <p>2 Maintain work areas and equipment according to Standard Operating Procedures (SOPs)</p>			<p>1.1 Provide customers with information that meets their needs and promotes the organisation's products and services</p> <p>1.2 Find out what the customers needs are, informing them about any waiting time</p> <p>1.3 Process the order promptly</p> <p>1.4 Serve food and drink items at the recommended temperatures</p> <p>1.5 Make sure there are appropriate condiments and accompaniments available for customers</p> <p>2.1 Keep the work area tidy, hygienic and free from rubbish and food debris during service</p> <p>2.2 Maintain enough stocks of clean service items</p> <p>2.3 Restock with food and drink items when necessary</p> <p>2.4 Display and store food and drink items</p> <p>2.5 Clear the work area of used service items</p> <p>2.6 Dispose of rubbish, used disposable items and food waste as required</p>		

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Unit purpose and aim(s)	<p>This unit is designed to assess the skills of learners in the workplace, operating a counter/take away service in food operations. It needs to be assessed on the job. The learner must be able to demonstrate their competent performance consistently over a period of time, to meet all of the assessment criteria. This will be achieved by at least two observations of performance in the workplace, and may be supported by witness testimony and other workplace evidence. Observations must ensure that the learner's working practice is at commercial speed and in compliance with standard operating procedures. The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.</p>	