

Title	Sell food products in a retail environment				
Ofqual unit ref	L/601/8305				
Level	2	Credit value	2	GLH	14
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
<p>1 Establish customer needs</p> <p>2 Satisfy customer needs</p> <p>3 Process the sale of food and drink products</p>			<p>1.1 Greet the customer politely</p> <p>1.2 Find out what type and quantity of food and drink product the customer wants</p> <p>1.3 Offer suitable alternatives when food or drink products are unavailable or when the customer is undecided</p> <p>1.4 Show customers their selected products to confirm that they are what they want</p> <p>1.5 Wrap or pack the products.</p> <p>2.1 Provide information to customers about the safe transport, storage and keeping of products, where this is requested or advisable</p> <p>2.2 Conduct the sale courteously, and at a pace which is appropriate to the needs of the customer and the trading conditions.</p> <p>3.1 Confirm the price and the method of payment with the customer</p> <p>3.2 Process payment or credit according to company policy</p> <p>3.3 Keep payments and stock safe throughout transaction</p> <p>3.4 Report mistakes and problems to the relevant person and take action to correct</p> <p>3.5 Thank the customer and say goodbye politely.</p>		

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Unit purpose and aim(s)	<p>This unit is designed to assess the skills of learners in the workplace, selling food products in a retail environment. 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>	