

Title	Operate a table/tray service in food operations				
Ofqual unit ref	M/601/4604				
Level	2	Credit value	2	GLH	4
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
<p>1 Provide customers with information and process orders according to Standard Operating Procedures (SOPs)</p> <p>2 Serve customers according to Standard Operating Procedures (SOPs)</p>			<p>1.1 Help customers with dining arrangements according to the service style</p> <p>1.2 Make sure customers have access to the correct menus and information</p> <p>1.3 Answer questions customers may have giving them information which meets their needs and promotes the organisation's products and services</p> <p>1.4 Record and process the customers' orders</p> <p>2.1 Serve the customers with correct orders</p> <p>2.2 Provide customers with the service items, condiments and accompaniments appropriate to their food</p> <p>2.3 Serve food and drink items with clean, hygienic and undamaged equipment of the appropriate type</p> <p>2.4 Keep customer dining and service areas tidy, hygienic and free from rubbish and food debris</p> <p>2.5 Clear customer dining areas of soiled and unused service items at the appropriate times</p> <p>2.6 Maintain sufficient stocks of clean service items, condiments and accompaniments throughout the service</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 table/tray 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>	