

Title	Understand how to operate a table/tray service in food operations				
Ofqual unit ref	T/601/4605				
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 information and process orders according to Standard Operating Procedures (SOPs)</p> <p>2 Know how to serve customers according to Standard Operating Procedures (SOPs)</p>			<p>1.1 Outline Standard Operating Procedures for - customer care- service style - greeting and seating customers- food safe working practices and their importance</p> <p>1.2 State why information given to customers must be accurate</p> <p>1.3 Detail the importance of taking customer orders accurately, and how to check them</p> <p>1.4 Detail the importance of promoting the service to customers</p> <p>1.5 Detail which condiments and accompaniments go with each dish</p> <p>1.6 Describe the importance of using the appropriate equipment when serving food and drink items to customers</p> <p>1.7 State the importance of checking that food service equipment is ready for use</p> <p>1.8 Describe the types of unexpected situations that may occur when taking orders and serving food, and how to deal with these.</p> <p>2.1 Describe the importance of food safe working practices for maintaining dining and service areas</p> <p>2.2 Detail why dining and service areas must be kept tidy and free from rubbish and food debris</p> <p>2.3 State how to handle and dispose of waste</p> <p>2.4 State why a constant stock of table and service items should be maintained</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 table/tray 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>	