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| Title | **Complete food outlet shift effectively** | | |
| Level | **2** | **Credits** | **10** |

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| Purpose | The aim of the module is to develop the skill knowledge and understanding to complete food outlet shift efficiently. |

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| Classification ISCED | 1013 Hotel, restaurants and catering |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **G1: Ensure all surplus food, equipment and materials are returned from the outlet to the appropriate department**  This Competency Standard is about ensuring that any food, equipment and materials that are no longer needed are returned to the appropriate department and that proper records of returns are maintained. | P1: Identify and return unused food items to the kitchen or to the concerned department  P2: Identify and return equipment and materials to the appropriate store  P3: Maintain proper log books or records of returned items  P4: Advise supervisor of any problems with returning surplus food, equipment and material to the appropriate department  P5: Maintain proper logs or records of returned items, including auditable control of returns, security of returned items, prevention of theft or damage | K1: know the methods and procedures for safe storage of tools and equipment, including making sure that any tools and equipment needed for the next shift are set up ready for use, storing all food, tools and equipment safely in line with organizational requirements, returning food and equipment to stores, storing in cupboards or other storage areas  K2: Understand organizational procedures for returning surplus food, equipment and material to the appropriate department  K3: Identify problems with returning surplus food, equipment and material to the appropriate department, including not accepted by department, materials should have been disposed of, not returned, equipment is out of order when checked  K4: Explain the process for recording returns of surplus food, equipment and material to the appropriate department, including items, date of returns, person responsible, quantities, condition  K5: Describe the disciplinary actions that can be taken against any violation of the process for returning surplus food, equipment and materials, including verbal reprimand, formal warning, record entered in HR file |
| **G2: Clean and sanitize food outlet work area, equipment and surfaces** | P1: Select and use appropriate equipment and products for cleaning and sanitizing equipment and surfaces | K1: Describe the standards of cleanliness and tidiness expected when clearing the food outlet work area  K2: Understand the principles of sanitization, including |

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|  | P2: Ensure that equipment and products used for cleaning are in good condition and changed when required  P3: Store equipment and products for cleaning and sanitizing equipment and surfaces after use according to organizational requirements  P4: Clean equipment to use for different tools and equipment, including small equipment (cloths, dusters, mops, brushes, buckets, hand-held cleaning spray), large equipment (dishwashers, jet washers, wet and dry vacuum cleaners)  P5: Clean materials, including sanitizer, detergents, disinfectants, vinegar, lemon, degreaser  P6: Correct storage of equipment and products for cleaning and sanitizing equipment and surfaces after use, including store cupboards or other storage areas, secure cupboards or areas for chemicals and other sensitive products  P7: Report to supervisor any problems with cleaning, equipment or products | disinfection, action of chemicals on surfaces, implications for working practice  K3: Explain the purpose of cleaning food outlet equipment and surfaces, including reducing the danger of contamination of food, creating a good impression for guests, staff and inspectors, and reducing the risk of accidents and equipment breakdown  K7: Know the importance of storing chemicals and other sensitive products securely, including preventing theft or misuse  K8: Identify problems with cleaning equipment or products, e.g. incorrect equipment, equipment not working properly, cleaning product not appropriate to the task, cleaning product out of date (e.g. congealed, split)  K9: Define the organization’s procedures for dealing with and disposing of food outlet waste material, including types of waste material generated in the food outlet work area, disposable or recyclable waste  K10: Knowledge of compliance with relevant regulations and standards |
| **G3: Handover to next food outlet shift**  This Competency | P1: Ensure that work area is fully maintained ready for next shift  P2: Ensure that next shift is prepared | K1: Know the importance of completing all procedures for handing over to next food outlet shift, including cleaning and sanitizing the food outlet work area and equipment, ensuring any relevant information is recorded in the log, in order to recognize actions by |

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| Standard is about ensuring that service is maintained continuously and effectively by handing over smoothly to the next shift where this is appropriate. You need to make sure that the next shift is aware of any special requirements, events, requests or comments to ensure that customer service is maintained. | and ready for handover  P3: Notify next shift of any special requirements, events, requests or comments relating to guests in order to maintain customer service  P4: Notify next shift of any problems with the service, equipment or products  P5: Complete any logbook entries as required by organization  P6: Leave work area promptly and courteously | team and ensure there are no complaints or problems  K2: Explain how to make appropriate entries in food outlet logs, including appropriate detail, people involved, time, actions taken, to ensure efficient operation  K3: Know organization’ s policies and procedures for handing over a shift |