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| Title | **Co-ordinate the operation of the food and beverage service area** | | |
| Level | **3** | **Credits** | **16** |

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| Purpose | The aim of this module is to develop the knowledge, understanding and skills to co-ordinate the operation of food and beverage service area |

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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** |
| **LU1:**  Ensure professional food outlet standards are maintained throughout food and beverage service and completion of shift | **The student will be able to:**  P 1: Ensure that associates maintain personal hygiene and wear appropriate waiter’s uniform throughout the shift  P 2: Ensure that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout the shift  P 3: Ensure that associates know and understand how to respond to hazards, accidents and emergencies  P4: Ensure waste is properly managed | **The student will be able to:**  K1: Explain the knowledge of business for the day, including number of bookings, any special bookings, special requirements or special offers available  K2: Brief the team, including choosing the right style of communication  K3: Understand how to check if any product or equipment is in need of maintenance or attention  K4: Explain how to check if there are any problems with the quality or quantity of food or drink available  K5: Explain how to assure team’scomprehension of their duties for the day |

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| **LU2:**  Manage the food outlet’s requisition requirements, work area and equipment | **The student will be able to:**  P 1:Check current stock of food and other items available in the department  P 2:Prepare requisition sheet to obtain appropriate amounts of food and other items from store  P3:Use stock control systems to manage levels and usage of stock  P4:Ensure that organizational yield levels are achieved  P5:Establish and maintain the condition of work areas and equipment  P6:Ensure that equipment is being used correctly and efficiently by associates  P7:Ensure that specific items of equipment are maintained, calibrated or replaced as required  P8:Take corrective action where required to improve the safety of work areas | **The student will be able to:**  K1: Explain the operational knowledge and understanding of the department  K2:Explain how to check current stock of supplies available in the department  K3: Explain how to prepare requisition sheet to obtain appropriate amounts of supplies from store or other departments (e.g. linen, clean uniforms)  K4:Explain how to check delivery from store and other departments meet type, quality and quantity requirements  K5: Explain different systems for managing stock, e.g. First In First Out (FIFO), Last In First Out (LIFO), Last In Last Out (LILO)  K6: Explain stock management system and its operations as per the standard operating procedures. |
| **LU3:**  Support the Restaurant Manager | **The student will be able to:**  P1:Discuss and agree on methods and formats of communication with the Restaurant Manager  P2:Agree with the Restaurant Manager daily and medium term areas for delegated responsibilities  P3:Support the Restaurant Manager in undertaking training and | **The student will be able to:**  K1:Explain the importance of monitoring the business performance of the food outlet  K2: Explain appropriate formats for reports as required, including staff control, food control etc.  K3: Explain how to create and execute plans for |

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|  | inspections  P4:Ensure that requirements of food outlet are signed off by Restaurant Manager | departmental sales, profit and staff development  K4: Explain the importance of responding promptly to customer complaints, managing staff and providing them with feed back  K5: Explain the importance of checking stock levels and ordering supplies  K6: Explain how to support the restaurant manager in a variety of different situations  K7: Explain standard operating procedures for food and beverage service outlets |
| **LU4**  Ensure food outlet opens and finalizes the shift effectively | **The student will be able to:**  P1:Ensure that all associates arrive for duty at the prescribed time  P2:Ensure that all associates are wearing their respective uniforms  P3:Ensure that all associates have checked that all equipment is in good working order  P4:Ensure that all associates clear work area of equipment and food products  P5:Ensure that all associates clean and sanitize all equipment and surfaces  P6:Ensure that all associates return all surplus food, equipment and materials to the relevant department | **The student will be able to:**  K1: Explain operational knowledge and understanding of the kitchen  K2: Explain operational knowledge and understanding of current and future requirements of business  K3: Explain the duty rota, sickness, other absence and holiday entitlement  K4: Explain the importance of being fully prepared at the start of the shift  K5: Explain how to ensure that all associates conclude the shift correctly and efficiently  K6: Explain standard operating procedures for the department and section |

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|  | P7:Ensure that all associates hand over to the next shift as per company standards | K7: Explain national, local and international hygiene standards , HACCP standards, local food & safety preparation laws |