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| Title | **Supervise the food outlet section** | | |
| Level | **3** | **Credits** | **20** |

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| Purpose | The aim of this module is to develop the knowledge, understanding and skills to supervise the food outlet section |

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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:**  Supervise preparation of the food outlet area for food and beverage service in different settings | **The student will be able to:**  P1:Supervise preparation of the area for food and beverage service  P2:Ensure preparations are carried out in time for scheduled food and beverage service to be provided  P3:Ensure that F&B service area ambiance meets the guest needs and expectations  P4:Supervise operation of the area for food and beverage service  P5:Ensure that food outlet standards are maintained throughout the shift  P6:Deal with problems that may affect the standard of food service  P7:Maintain and monitor the cleaning programme | **The student will be able to:**  K1: Analyse the function sheet or reservation details to know the layout and set-up requirements  K2 :Explain the importance of co-ordinating with other departments, e.g. Sous Chef, Engineering, Housekeeping, to support preparation of layout and set- up requirements  K3: Explain how to train staff to prepare the layout and set up requirements to meet the needs of the customer  K4 :Explain the importance of using appropriate information to arrange the desired layout and set up of the food outlet |

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| **LU2:**  Supervise food and beverage service in different settings | **The student will be able to:**  P1:Co-ordinate the food and beverage delivery operation  P2:Monitor food and beverage service to ensure that guest needs are being met at all times  P3:Identify and resolve problems with food and beverage service  P4:Control practices for handling payments  P5:Manage the food and beverage service log on a daily basis | **The student will be able to:**  K1 :Explain the staff responsibilities for preparing food and beverage service areas  K2 :Explain the cleaning materials, procedures and techniques  K3 :Explain how to report problems with preparing food and beverage service areas |
| **LU3:**  Manage communication between the food and beverage service area and other departments | **The student will be able to:**  P1:Agree with other department heads as per prescribed method, written, verbal or other technological methods of communication  P2:Ensure that agreed methods of communication are used clearly, coherently and promptly to provide information about the food and beverages service to other departments  P3:Communicate appropriate information to other departments and make sure the communication has been delivered and received as intended  P4:Ensure that other departments have the opportunity to ask questions  P5:Present a positive image of yourself and the food and | **The student will be able to:**  K 1:Explain the purpose and benefits of making sure that communication delivers the ‘message’ in which it is intended to be received  K2 :Explain what methods of communication are available  K3 :Explain the different departments with which you may need to communicate  K4 :Explain how to identify the appropriate methods of communication for different departments  K5 :Explain how to structure your communication so that it is clear and accurate  K6 :Explain how non-verbal communication affects the |

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|  | beverage service department | impact you have on other people  K7 :Explain how to interpret and respond positively to non-verbal communication  K8 :Explain the purpose and benefits of giving other departments the opportunity to ask questions and check their understanding and to respond positively |
| **LU4**  Ensure food and health and safety practices are followed by food outlet team members in the preparation and serving of food and beverage | **The student will be able to:**  P1:Ensure that all associates are aware of and follow health and safety requirements in line with organisational requirements  P2:Ensure that associates follow safe working practices at all times  P3:Ensure that associates identify hazards or potential hazards and act accordingly  P4:Ensure that associates report accidents or near accidents quickly and accurately to the proper person  P5:Ensure that associates practise emergency and security procedures correctly  P6:Complete records as required to demonstrate that section team follows health and safety requirements | **The student will be able to:**  K1 :Explain food safety and hygiene practices HACCP standards  K2 :Explain how to monitor compliance with HACCP standards and food safety and hygiene practices  K 3:Explain how to identify gaps in food safety and hygiene practices  K4 :Explain how to arrange appropriate training to address gaps in food safety and hygiene practices  K5 :Explain how to evaluate compliance with all HACCP standards, food safety and hygiene practices  K6 :Explain standard operating procedures for the department and section  K7 : Explain national, local and international hygiene standards , HACCP standards, local food & safety preparation laws |