



GG68 22

Level 2 – Food Sales & Service Skills (SCQF 5)

Food Service Pathway

To attain the qualification candidates must complete 8 units in total.

This comprises:-

Two Mandatory units

- Maintain workplace food safety standards in manufacture
- Maintain the workplace and health & safety in food manufacture

Four units from Group A

- Contribute to the Effectiveness of Food Retail Operations
- Assemble and Process Products for Food Service
- Control the Production of Ready-To-Eat Fresh Produce Products
- Prepare Food Product Orders for Customers
- Sell Food Products in a Retail Environment
- Process Orders for Goods in a Food Environment
- Prepare and Clear Areas for Counter/Take-away Service
- Provide a Counter/Take-away Service
- Prepare and Clear Areas for Table/Tray Service
- Provide a Table/Tray Service
- Deliver a Good Service to Customers
- Receive Goods and Materials in a Food Environment
- Store Goods and Materials in a Food Environment

The remaining 2 units can be taken from Group A or B (below)

- Plan and Organise your Own Work Activities in a Food Business
- Communicate in a Business Environment
- Maintain Product Quality in Food and Drink Operations
- Contribute to Continuous Improvement for Achieving Excellence in a Food Environment
- Contribute to Problem Diagnosis in a Food Environment
- Contribute to Problem Resolution in a Food Environment
- Carry out Hygiene Cleaning in Food and Drink Operations
- Contribute to Sustainable Practice in a Food Environment



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To attain the qualification candidates must complete 8 units in total. This comprises:-
2 Mandatory units
4 units from Group B
The remaining 2 units can be taken from Group A or B

Mandatory Units : Candidates must complete both units from this group

Code	Title
2050	Maintain workplace food safety standards in manufacture
	This unit is about keeping your workplace clean and hygienic. It involves understanding the importance of minimising the risks of product contamination, cross-contamination and food poisoning, pests and infestation, storage and disposal of waste.
3075	Maintain the workplace and health & safety in food manufacture
	This unit is about working safely in a food and drink manufacturing environment. It covers working within defined safety limits; following emergency procedures and using personal protective equipment correctly
	This unit is for you if you work in food and drink operations and your job requires you to enter the food manufacturing or processing area.



Group A - Optional Units: Candidates must complete at least 4 units from this group

2155	Contribute to the Effectiveness of Food Retail Operations
	<p>This unit is about organising basic tasks and work activity within an already planned retail schedule, it is also about contributing to improvements in a food & drink retail environment. Food & drink retail may involve one or more areas like serving customers, displaying products, preparing and selling take-away foods, serving at fast food counters or at tables.</p>
2163	Assemble and Process Products for Food Service
	<p>This unit is about making up a range of service products, like sandwiches, rolls and other fast foods in a food retail and food service environment.</p> <p>You need to show that you can assemble service products, making use of spreads and fillings, using different bases. You will also need to show that you can maintain the condition of service products and process them if they require heating, toasting or chilling.</p>
2352	Control the Production of Ready-To-Eat Fresh Produce Products
	<p>This unit is about the skills needed for you to be able to produce ready-to-eat fresh produce products in food and drink manufacture and/or supply operations. The correct selection and handling of produce is essential to maintaining the safety and quality of the final product.</p> <p>You will need to be able to set-up and prepare ready-to-eat products from fresh produce. It is also about working to organisational product specifications and production schedules.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in production operations.</p>
2157	Sell Food Products in a Retail Environment
	<p>This unit is about the skills needed for you to sell food and drink products in a food retail environment in food and drink manufacture and/or supply operations. Selling food products in a food retail environment is important to an effective organisation. It is also important to customer care.</p> <p>You will need to be able to establish customer needs. You also need to show you can satisfy customer needs. You must also show you can process the sale of food and drink products.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in a food & drink retail unit and serve customers at the counter.</p>



2087	Process Orders for Goods in a Food Environment
	<p>This unit is about the skills needed for you to process orders for goods in food and drink manufacture and/or supply operations. Processing orders for goods is important when taking requests from customers for goods and doing everything necessary to meet these requests apart from physically picking out and despatching the goods.</p> <p>You will need to be able to check the availability of goods for orders. You also need to show you can process customer orders.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in processing customer orders.</p>
2159	Prepare and Clear Areas for Counter/Take-away Service
	<p>This unit is about preparing work areas and service equipment, and displaying promotional materials and food properly. It also covers clearing these areas, including switching off service equipment, storing condiments, and disposing of rubbish.</p>
2160	Provide a Counter/Take-away Service
	<p>This unit is about taking customers' orders and serving food and drink on a counter or takeaway basis. It also covers maintaining the counter and service areas, with items such as trays and utensils, and displaying food and drink items in the correct manner.</p>
2161	Prepare and Clear Areas for Table/Tray Service
	<p>This unit is about preparing service areas and equipment (for example, utensils, trolleys, fridges) prior to service and ensuring that there are sufficient seasonings, sauces and other accompaniments available. It also covers preparing service items such as trays, crockery, ashtrays, and laying up for either tray or table service. Finally the unit covers clearing dining areas, and storing equipment and condiments.</p>
2162	Provide a Table/Tray Service
	<p>The unit is about greeting and seating customers, answering any questions they may have, and taking their orders. It also covers serving customers and maintaining the area, for example: by clearing away crockery and cutlery and maintaining the levels of condiments.</p>



3013	Deliver a Good Service to Customers
	<p>To make sure that your customers are satisfied with the service you provide, your business needs to be meeting and exceeding their expectations. However, even if your service to customers is excellent, some customers will experience problems.</p> <p>How you respond to problems is particularly important because many customers judge the service of your business by the way in which their problems are dealt with. Improving relationships with your customers involves delivering consistent and reliable service to them, making sure everyone involved is committed to providing good customer service and also to finding ways to improve it.</p> <p>You might do this if you:</p> <ol style="list-style-type: none"> 1. are concerned about the quality of the service you deliver to customers 2. have problems with customer service 3. want to review and improve your levels of customer service <p>Delivering a good service to customers involves:</p> <ol style="list-style-type: none"> 1. trying to meet and exceed customer expectations 2. responding to problems 3. reviewing what you are doing and how well it is working 4. thinking about how it could be done better 5. improving services by making changes
2080	Receive Goods and Materials in a Food Environment
	<p>This unit is about the skills needed for you to receive food and drink goods and materials for storage in food and drink manufacture and/or supply operations. Receiving food and drink goods and materials for storage is important to the efficient and effective control of stock. It is also therefore essential to production flow.</p> <p>You will need to be able to check goods and materials. You also need to show you can move and handle goods and materials safely and hygienically. You must also show you can update records, stock control systems, and finish goods and materials intake.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in receiving goods and materials for storage.</p>
2081	Store Goods and Materials in a Food Environment
	<p>This unit is about the skills needed for you to store goods and materials in food and drink manufacture and/or supply operations. When storing goods and materials it is important to identify the different types of stock and their storage requirements. It is also about putting goods and materials into correct locations using correct handling techniques to minimise damage to or contamination to the goods and materials.</p> <p>You will need to be able to select goods and materials for storage and correct locations. You also need to show you can arrange and put stock in allocated locations. You must also show you can report difficulties and check documentation.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in putting goods and materials into storage.</p>



Group B - Optional Units: Candidates may complete up to 2 Units from this group

2001	<p>Plan and Organise your Own Work Activities in a Food Business</p> <p>This unit is about the skills needed for you to plan and organise your own work activities in a food business. Planning and organising your own work activities is important to the successful completion of aims and objectives.</p> <p>You will need to be able to identify and agree your work objectives within an area of the food business, determine your work plans and organise your time and resources in-line with food business requirements. You will also need to be able to recognise how your own work impacts on the effectiveness of the team, area you work in and the food business as a whole.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in planning and organising your own work activities in a food business.</p>
3050	<p>Maintain Product Quality in Food and Drink Operations</p> <p>This unit is about maintaining product quality in food and drink operations. This unit is relevant to you if your role requires you to check product and materials against the required quality standards; record results and take appropriate action if there are problems.</p>
3004	<p>Communicate in a Business Environment</p> <p>Communicate by making sure that the 'message' is delivered and received as intended.</p> <p>Specific Skills:</p> <ol style="list-style-type: none"> 1. communicating 2. interpersonal skills 3. managing resources 4. managing time 5. negotiating 6. presenting yourself 7. problem solving 8. organising 9. planning 10. recording 11. using technology
2021	<p>Contribute to Continuous Improvement for Achieving Excellence in a Food Environment</p> <p>This unit is about identifying opportunities for improving food and drink manufacture and/or supply operations. This is important to the productivity and success of manufacture, processing and supply of food and drink within the food supply chain.</p> <p>It includes working in teams and groups; applying problem solving techniques; communicating ideas and making presentations and handling questions and clarifying potential problems. You will need to identify achieving excellence in improvement opportunities by suggesting ideas and contributing to the development of an action plan.</p> <p>This unit is for you if you work in food and drink manufacture and/or supply operations. You may have responsibilities for maintaining quality in the workplace.</p>



3184	Contribute to Problem Diagnosis in a Food Environment
	<p>This unit is about the skills required to contribute or assist in identifying problems quickly in order to prevent any loss in production or operational time within food and drink manufacturing or supply operations (including multi-stage operations). It covers contributing to identifying problems, finding out what they are and reporting them to the appropriate people. Contributing to making decisions and communicating effectively are essential features of this standard. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams</p> <p>This unit is for you if you work in the manufacture or supply of food and drink.</p>
2172	Contribute to Problem Resolution in a Food Environment
	<p>This unit is about the skills required to contribute or assist in fixing problems quickly and accurately in order to keep production running and minimise down time in the manufacture and supply of food and drink.</p> <p>This unit covers problems in multistage operations. It involves contributing to the review of available information and selecting and applying the most appropriate solution. Contribution to making decisions and communicating effectively are essential features of this standard. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams</p> <p>This unit is for you if you work in the manufacture or supply of food and drink.</p>
2210	Carry out Hygiene Cleaning in Food and Drink Operations
	<p>This unit is about how to carry out hygiene cleaning of plant and work areas safely and to make sure it fits the overall cleaning plan.</p> <p>Hygiene and food safety are very important to the food and drink industry. Efficient and regular cleaning is essential to maintain hygiene standards. The cleaning done is part of an overall plan that provides evidence for auditors, regulators and/or customers.</p> <p>This unit is relevant to everyone involved in cleaning plant and work areas to meet hygiene standards.</p>
2065	Contribute to Sustainable Practice in a Food Environment
	<p>This unit is about working in a sustainable way in food manufacture or supply. You will need to work effectively to ensure the efficient use of resources and to minimise waste. In addition, you need to assess your own performance and identify and implement opportunities to improve efficiency.</p> <p>This unit is for you, if you work in a food environment.</p>



For more information or to register a candidate
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**CraftSkills.Scot is a Training Provider contracted by
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