



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRRRPK004A Advise on bakery products**

**Revision Number: 2**

## **SIRRRPK004A Advise on bakery products**

### **Modification History**

The version details of this endorsed unit are in the table below. The latest information is at the top.

<b>Release</b>	<b>Comments</b>
Second Release	Editorial updates

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to develop and apply product knowledge to provide advice to customers with regard to bakery products and services.

### **Application of the Unit**

This unit applies to frontline service personnel. It requires developing product knowledge regarding a variety of bakery products, according to store policy and product range and providing advice to customers on bakery products and services.

### **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Pre-Requisites**

SIRRFSA001A Apply retail food safety practices

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### Element

#### Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- |                               |  |
|-------------------------------|--|
| 1. Develop product knowledge. | 1.1. Develop <b><i>product knowledge</i></b> by accessing <b><i>relevant sources of information</i></b> .<br>1.2. Research and apply <b><i>comparisons between products</i></b> .<br>1.3. Read and interpret labels according to legislative requirements and store information.<br>1.4. Convey <b><i>product information</i></b> to <b><i>other staff members</i></b> as required.  |
| 2. Identify bakery products.  | 2.1. Identify store bakery <b><i>product range</i></b> according to product information.<br>2.2. Identify seasonal availability according to store information.  |
| 3. Recommend bakery products. | 3.1. Evaluate bakery products and services, according to <b><i>customer requirements</i></b> and <b><i>store policy and procedures</i></b> .<br>3.2. Discuss features and benefits with <b><i>customer</i></b> to create a buying environment.<br>3.3. On sell specials, new lines and seasonal promotions, or offer complementary products to customers, according to store policy.<br>3.4. Provide advice on bakery products for customers on request.<br>3.5. Offer customer alternative product or service or advice when requested item is not available. |
| 4. Advise on bakery services. | 4.1. Promote, quote on and arrange store <b><i>retail bakery services</i></b> for customers on request.  |

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

### Required skills

- interpersonal skills to:
  - apply product knowledge by providing information and advice to customers and staff
  - make recommendations and advise on services through clear and direct communication
  - ask questions to identify and confirm requirements
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- research skills to access product information
- literacy skills in regard to:
  - interpreting store and industry manuals and documentation (paper-based or computerised)
  - interpret product information
  - interpret store policy and procedures
  - recording information
- numeracy skills in regard to pricing and estimation of quantities

### Required knowledge

- store policy and procedures in regard to:
  - the sale of fast food items
  - quality policy to customers and suppliers
  - allocated duties and responsibilities
  - interaction with customers
  - taking customer orders
  - food safety programs
  - buying and ordering
  - pricing, including GST requirements
- specialist product knowledge, including:
  - current fast food services available to customers
  - specialised products
  - corresponding benefits of various products
  - shelf life and use-by dates
  - storage requirements
  - ingredients or materials contained in products
  - features and use of products
  - corresponding or complementary products and services
  - stock availability

- relevant Work Health and Safety (WHS) requirements
- relevant legislation and statutory requirements relating to the retail industry
- relevant industry codes of practice

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- consistently applies store policy and procedures, which comply with consumer law and legislative requirements regarding the sale of bakery products
- consistently applies product knowledge to advise on and sell bakery products and services
- consistently applies store policy and procedures and industry codes of practice in regard to customer service and selling bakery products and services
- develops, maintains and conveys product knowledge to other staff as required
- consistently applies detailed and specialised product knowledge to provide accurate advice according to customer needs.

### **Context of and specific resources for assessment**

Assessment must ensure access to:

- a retail work environment
- sources of product information
- a range of bakery products
- relevant documentation, such as:
  - store policy and procedures manuals
  - customer order forms.

### **Methods of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- customer feedback
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

### **Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRRFSA001A Apply retail food safety practices.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

- Product knowledge*** may include:
- bakery product identification
  - preparation
  - cooking methods, recipes and ingredients
  - nutritional aspects
  - seasonal availability
  - handling and storage.
- Relevant sources of information*** may include:
- store or supplier product manuals
  - product profiles
  - videos
  - internet
  - demonstrations
  - self-paced learning programs
  - labels
  - store tours
  - other staff.
- Comparisons between products*** may include:
- product varieties
  - nutritional and dietary aspects
  - flavour
  - texture
  - ingredients
  - shelf life
  - cooking requirements
  - price.
- Product information*** may include:
- bakery product identification
  - use
  - preparation and convenience
  - cooking methods and recipes
  - nutritional information
  - country of origin
  - seasonal availability
  - taste preferences
  - flavours
  - handling and storage conditions and shelf life.
- Other staff members*** may include:
- new or existing staff
  - people with varying levels of language and literacy
  - people from a range of cultural, social and ethnic backgrounds.

***Product range*** may include:

- bread lines
- sweet yeast products (buns, scrolls, donuts)
- pies and pizzas
- cakes (plain, cream, custard, fruit)
- pastry lines (sweet, savoury, custard, fruit)
- biscuits
- hot or cold items
- cooked or uncooked items
- par-baked or frozen
- iced and un-iced items.

***Customer requirements*** may be related to:

- preferences
- health factors
- allergic reactions
- nutritional requirements
- cultural preferences
- price.

***Store policy and procedures*** in regard to:

- selling bakery products
- interaction with customers
- quality assurance
- food safety
- ordering bakery products
- processing customer orders.

***Customers*** may include:

- new or repeat contacts
- external and internal contacts
- business customers or individuals
- customers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

***Retail bakery services*** may include:

- special occasion catering
- boardroom catering
- food delivery services
- cook to order services
- seasonal promotions.

## **Unit Sector(s)**

Retail

## **Competency field**

Product Knowledge