



**Australian Government**

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

# **SITHCCC037C Manage facilities associated with commercial catering contracts**

**Revision Number: 1**

## **SITHCCC037C Manage facilities associated with commercial catering contracts**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to manage commercial catering facilities. It requires the ability to manage facility maintenance, stores, client services and environmental sustainability.

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

### **Application of the Unit**

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This unit applies to all catering operations where food and related services are provided such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering.

The unit can apply to the in-house management of a catering facility or can apply to those situations where a caterer may hold a contract to operate a catering outlet within a venue owned by another organisation, e.g. within a school or sporting club. Managing a catering facility involves a strategic focus on the overall operation of the facility. This unit applies to senior industry managers and owner-operators who operate autonomously.

### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

**Prerequisite units** Nil

## Employability Skills Information

**Employability skills** This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Co-ordinate facility maintenance.	<p>1.1 Identify the scope of <b><i>maintenance</i></b> requirements according to contract or scope of operations.</p> <p>1.2 Allocate responsibility for specific maintenance functions considering the advantages and disadvantages of in-house staff and external contractors.</p> <p>1.3 Organise regular maintenance of facilities on a timely basis to meet specific requirements and budgetary targets.</p> <p>1.4 Comply with relevant <b><i>regulatory and legislative requirements</i></b>.</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
2 Manage catering stores and storage areas.	<p>2.1 Purchase, receive, store and transfer stock according to contracted requirements and negotiated supplier agreements.</p> <p>2.2 Organise storage, <i>stock control</i> and distribution systems for the facility according to contracted requirements, OHS and health department regulations.</p> <p>2.3 Maintain accurate records and reports according to enterprise policies and procedures.</p>
3 Maintain a facilities assets register.	<p>3.1 Identify and register all assets clearly.</p> <p>3.2 Conduct routine audits of assets.</p> <p>3.3 Issue asset and inventory reports according to enterprise practices.</p>
4 Manage client services associated with the facility.	<p>4.1 Liaise with <i>stakeholders</i> to determine general and specific requirements for client services.</p> <p>4.2 Monitor existing client services across all <i>areas of operation</i> to identify areas for improvement.</p> <p>4.3 Arrange for temporary or permanent <i>upgrades or modifications of existing services</i> and facilities as required and according to appropriate regulations.</p> <p>4.4 Organise additional human, physical or financial resources according to customer requirements.</p> <p>4.5 Arrange for the provision of new services or facilities where required.</p> <p>4.6 Maintain budgetary targets in the management of client services.</p> <p>4.7 Review feedback on catering services and modify provision of client services accordingly.</p>
5 Plan for and manage environmental sustainability.	<p>5.1 Develop an <i>environmental sustainability policy and procedures</i> that reflect the organisation's commitment to reducing negative environmental impacts</p> <p>5.2 Communicate procedures to all relevant staff members.</p> <p>5.3 Supervise staff members to ensure they use energy and water resources efficiently in all catering operations to reduce negative environmental impacts.</p>

**ELEMENT****PERFORMANCE CRITERIA**

- 5.4 Ensure staff save *reusable by-products* of food preparation for future cooking activities.
- 5.5 Monitor staff usage of *recyclable products* during food preparation
- 5.6 Manage recycling and the safe disposal of all *kitchen waste and hazardous substances*.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

The following skills must be assessed as part of this unit:

- analytical and planning skills to evaluate existing operations and plan adjustments
- problem-solving skills to develop approaches to a situation where quality of service is not up to standard
- literacy skills to read and analyse or assess contracts
- writing skills to write policies and procedures
- numeracy skills to calculate the costs of operation.

The following knowledge must be assessed as part of this unit:

- types of arrangements between venues and catering contractors, including scope of typical contracts and services
- stock control systems and procedures found in commercial catering facilities
- procedures for developing and maintaining an assets register
- financial control processes in the context of catering operations
  - safety considerations of particular relevance to commercial catering facilities, including specific requirements for the safe operation of:
    - cooking equipment
    - beverage dispensing equipment
- contents of environmental sustainability policies and procedures
- the environmental impacts of cleaning kitchen premises, equipment and preparing food and minimal impact practices to reduce these especially those that relate to reusable resources, water and energy use
- correct and environmentally sound disposal methods for kitchen waste and hazardous substances.

## Evidence Guide

### 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.

## EVIDENCE GUIDE

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

Evidence of the following is essential:

- ability to manage the operation of a commercial catering facility according to contractual agreements, including maintenance, storage and client service
- knowledge of key factors affecting the management of commercial catering facilities
- project or work activities conducted over a period of time to allow the candidate to demonstrate the implementation and monitoring aspects of the unit.

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

Assessment must ensure:

- demonstration of skills within a fully equipped operational commercial catering outlet, including industry-current equipment.

## EVIDENCE GUIDE

### 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:

- evaluation of projects undertaken by the candidate to establish and monitor a small-scale catering outlet (e.g. for an event)
- evaluation of reports prepared by the candidate detailing processes and systems used to manage a catering facility
- case studies to assess ability to establish systems for different styles of catering facilities
- written or oral questions to test knowledge of advantages and limitations of facilities management systems
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

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

- SITXFIN004A Manage finances within a budget
- SITXFIN007A Manage physical assets
- SITXINV003A Manage and purchase stock.



## Range Statement

### 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.

***Maintenance*** may include:

- gardening
- cleaning
- building repairs
- laundry
- plumbing and electrical
- beverage dispensing equipment
- food preparation equipment
- safety signage.

***Regulatory and legislative requirements*** may relate to:

- food safety
- beverage system safety
- appropriate training of staff
- environmental
- local council
- fire safety.

***Stock control*** procedures may include:

- stocktaking and reconciliation
- stock rotation
- authorising access
- issuing and requisition systems
- receiving controls
- locks and other security systems.

***Stakeholders*** may include:

- venue owner
- staff
- customers.

***Areas of operation to be monitored*** must include:

- quality of service
- quality of catering
- adequacy of staffing levels
- costs of operation
- hours of operation
- appropriate integration of the facility within the overall venue and associated operational issues
- appropriateness of location.

***Upgrades or modifications of existing services or new services*** may include:

- additional capacity
- amended or expanded menus
- expansion of facility
- adjusted staffing arrangements.

***Environmental sustainability policy and procedures*** may include:

- parts of the organisation and staff members to they apply, including whether it is for the whole organisation, one or multiple sites
- benefits of having a policy and procedures such as a promotional benefit to existing or future clients
- how the organisation will manage resources:
  - energy efficient operations
  - water efficient operations
  - management of other resource usage
- waste management and recycling practices
- minimising the use of printed materials and maximise electronic transmission of all documents to reduce waste
- purchasing from suppliers with environmental credentials ("green purchasing")
- compliance with international or Australian standards for environmental management systems
- subscribing to and complying with industry codes of practice, standards and accreditation scheme requirements
- how the organisation will comply with state, territory or local government environmental protection laws.

***Reusable by-products may include:***

- meat and fish offcuts
- bones and trimmings
- fruit peelings and offcuts
- vegetable peelings and offcuts
- unused portions of:
  - fruits
  - vegetables
  - seafood, meat and poultry
  - flowers
  - garnishes
  - accompaniments
  - batter
  - dough
  - pastry
  - fillings
  - sauces and dips
  - eggs
  - coconut cream and flesh.
  - combined spices
  - pastes.

***Recyclable products may include:***

- glass bottles and jars
- plastics
- paper and cardboard
- tin or aluminium containers
- fruit and vegetable matter.

***Kitchen waste and hazardous substances may include:***

- Any used or out of date ingredient or food item such as:
  - cooking oils
  - animal fat
  - ghee
  - dairy products, including milk, yoghurt, cheeses and soy products
  - dry goods, such as flours, sugars, pastas and rice
  - fruit and vegetables
  - general food items such as sauces, condiments and flavourings, garnishes, coatings and batters
  - meat, seafood and poultry
  - meat products such as standard cuts, sausages, hams and salami.
- Any cleaning agent or chemicals.

**Unit Sector(s)****Sector**

Hospitality

**Competency field****Competency field**

Commercial Cookery and Catering