Assessment Requirements for HLTFSE004 Serve cafeteria customers

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in *HLT Health Training Package release 3.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence. Removed prerequisite. Supersedes HLTFS206D

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- processed at least 3 orders efficiently and correctly
- accurately managed 3 cash transactions
- displayed both refrigerated and non-refrigerated food products appropriately
- advised at least 2 clients on products.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- range of products and services
- legal considerations, including:
  - food safety
  - workplace health and safety (WHS), including manual handling
  - basic Australian consumer law
  - pricing, including goods and services tax (GST)

- cafeteria policies and procedures in relation to:
    - customer service
    - exchanges and returns
    - bag checking
    - product display
    - handling, packing and wrapping goods or merchandise
    - stock availability
    - cleaning and waste disposal
    - open and close procedures
- cash and non-cash handling procedures, including:
    - balancing point-of-sale equipment
    - calculating non-cash documents
    - change required, denominations of change and tendering change
    - counting cash
    - maintenance of cash float
    - opening and closing point-of-sale terminal
    - recording and transferring takings
    - security of cash and non-cash transactions
- functions and operation of point-of-sale equipment
- key features of a calculator
- food products characteristics and their effects on preparation and handling requirements for display.

Assessment Conditions

Skills must have been demonstrated in a workplace or a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities equipment and resources, including:
    - cash register or other point-of-sale equipment
    - heating and refrigeration equipment
    - cafeteria policies and procedures
    - food and beverages
- modelling of industry operating conditions, including:
    - customer interaction
    - cash handling.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

SkillsIQ

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705