



Australian Government

HLTFSE004 Serve cafeteria customers

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>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.</p> <p>Supersedes HLTF206D</p>

Application

This unit describes the skills and knowledge required to take and process food and beverage orders, handle financial transactions and maintain product displays in a cafeteria environment.

This unit applies to cafeteria workers in a range of settings. Workers at this level work under supervision with limited responsibility.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes.

1. Carry out cash control procedures

PERFORMANCE CRITERIA

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1.1 Receive and check cash for float and report errors to supervisor

1.2 Carry out reconciliation of takings and report errors to supervisor

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

2. Prepare product displays

2.1 Display products using manufacturer and organisation recommended display techniques

2.2 Group products logically for displays

2.3 Display products in accordance with temperature controls and organisation policy and procedure

3. Take and process orders

3.1 Greet customers promptly and politely

3.2 Give customers advice on product selection

3.3 Promote house specials and create and utilise sales opportunities

3.4 Process payments and issue receipts according to standard organisation procedure

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>