



Australian Government

Department of Education, Employment and Workplace Relations

SIRRMER003A Prepare and display fast food items

Revision Number: 2

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Modification History

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

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare, cook, arrange and present fast food items in a retail environment. It includes the setting up and maintenance of displays and labelling or pricing stock. It also includes the handling, protection and storage of fast food products for display or sale.

Application of the Unit

This unit applies to frontline staff and supervisors who apply store policy and food safety procedures, including legislative requirements, in all aspects of handling, preparing, displaying, ticketing and storing fast food items in a retail environment.

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. Prepare fast food items. | <p>1.1. Prepare and operate work stations according to <i>legislative requirements</i> and <i>store policy and procedures</i>.</p> <p>1.2. Identify, maintain and use <i>equipment, utensils and implements</i> required according to store procedures and legislative requirements.</p> <p>1.3. Identify and assemble ingredients for items according to standard store recipes and <i>menu range</i>.</p> <p>1.4. Identify preparation and <i>handling requirements</i> for individual food items according to legislative requirements and store procedures.</p> <p>1.5. Identify products to be sliced, or cut and slice, or cut according to product and legislative requirements.</p> <p>1.6. Use food preparation equipment safely and switch off after use, as required according to legislative requirements and store procedures.</p> <p>1.7. Clean and store equipment according to store procedures and legislative requirements.</p> <p>1.8. Identify, prepare and cook items according to legislative requirements and store procedures.</p> <p>1.9. Identify items to be heated and place in, and remove from, ovens according to legislative requirements and store procedures.</p> <p>1.10. Identify items to be defrosted and prepare according to legislative requirements and store procedures.</p> |
| 2. Present food items. | <p>2.1. <i>Package</i> or plate food items according to store procedures and legislative requirements.</p> <p>2.2. Apply portion control to minimise wastage.</p> <p>2.3. Place food products in or on <i>display and storage units</i> in determined locations as required.</p> <p>2.4. Display food products to achieve a balanced fully stocked appearance and promote sales.</p> <p>2.5. Check stock for freshness prior to placement on display.</p> <p>2.6. Identify damaged, deteriorated, spoiled or out of date stock and take <i>corrective action</i> as required according to store procedures</p> |

- and legislative requirements.
- 2.7. Display and store cooked and uncooked products separately to avoid cross contamination according to store policy and legislative requirements.
 - 2.8. Place individual products in separate containers or dividers to avoid spoilage.
 - 2.9. Place food product stock range according to fixtures, ticketing, prices or bar codes.
 - 2.10. Rotate food product stock according to shelf life, use by dates, store procedures and legislative requirements.
 - 2.11. Ensure food presentation complies with product handling requirements, techniques and legislative requirements.
3. Prepare display labels and tickets.
 - 3.1. Prepare **labels and tickets** for window, wall or floor displays, display units or products according to **store labelling and pricing policy**.
 - 3.2. Date code stock as required.
 - 3.3. Identify soiled, damaged, illegible or incorrect labels and tickets and take corrective action.
 - 3.4. Identify late mark downs and reductions and ticket according to store policy.
 - 3.5. Use and maintain electronic ticketing equipment according to design specifications.
 4. Place, arrange and display price labels and tickets.
 - 4.1. Ensure labels and tickets are visible and correctly placed on merchandise according to legislative and store requirements.
 - 4.2. Replace labels and tickets according to store policy.
 - 4.3. Maintain correct pricing and clear information on products according to store procedures and legislative requirements.
 5. Maintain food displays.
 - 5.1. Reset and dismantle special promotion areas.
 - 5.2. Select food items for display as required.
 - 5.3. Arrange products as directed and according to layout specifications, **load-bearing and load limit capacity** of fixtures and display or storage units.
 - 5.4. Identify, reset or remove unsuitable or out of date displays as directed.
 - 5.5. Identify optimum stock levels and replenish stock according to store policy.
 - 5.6. Maintain display areas in a clean and tidy manner.
 - 5.7. Remove excess packaging from display areas.
 6. Protect food items.
 - 6.1. Identify and use correct handling, storage and display techniques according to food characteristics and legislative requirements.
 - 6.2. Change food handling implements when handling different products according to legislative requirements and store

procedures.

- 6.3. Identify and use implements for handling products according to legislative requirements and store policy.
- 6.4. Regularly change medium in which serving equipment is stored, to prevent contamination.
- 6.5. Wrap and package products to prevent *deterioration* according to legislative requirements and store procedures.
- 6.6. Identify fragile or expensive stock and handle with extra care to prevent damage or deterioration.
- 6.7. Identify and maintain correct temperatures for menu items according to legislative requirements and store procedures.
- 6.8. Maintain and clean work areas, storage areas and display units according to store procedures.
- 6.9. Regularly check storage and display units to ensure products are kept at recommended temperatures.
- 6.10. Report temperature irregularities to *appropriate personnel* without delay.

Required Skills and Knowledge

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

Required skills

- interpersonal skills to:
 - report temperature irregularities to appropriate personnel through clear and direct communication
 - share information
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- technical skills to use and maintain:
 - food preparation tools and equipment
 - electronic labelling and ticketing equipment
 - food storage and display units
- planning and organising skills to complete tasks in set timeframe
- literacy and numeracy skills in relation to:
 - reading and interpreting store procedures and guidelines
 - weighing and measuring of goods
 - machine or manual preparation of labels and tickets

Required knowledge

- store policy and procedures in regard to:
 - merchandising, ticketing, pricing and storage of stock
 - store promotional themes, including advertising, catalogues and special offers
 - location of display areas
 - availability and use of display materials
 - stock rotation
 - stock replenishment
 - scheduling for building and rotating displays
 - correct manual handling techniques for protection of self and merchandise
 - correct storage procedures for labelling and ticketing equipment and materials
- fast food menu range
- food safety programs
- shelf life of various products
- pricing procedures, including GST requirements
- placing and arranging fast food items and maintaining display
- relevant Work Health and Safety (WHS) legislation and codes of practice
- relevant legislation and statutory requirements, including food safety
- Australian Consumer Law
- 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 in preparation, cooking, arrangement, presentation, handling and storage of fast food items
- consistently applies store policy and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock
- displays merchandise on fixtures, shelves and display areas in determined locations according to special manual handling techniques and other safety requirements
- prepares display labels and price tickets for merchandise according to store policy and procedures
- operates, maintains and stores a range of electronic ticketing equipment according to:
 - store policy and procedures
 - industry codes of practice
 - manufacturer instructions and design specifications.
- arranges correct pricing and information on merchandise according to store procedures, industry codes of practice and legislative requirements
- identifies damaged, soiled or out-of-date stock and takes corrective action as required by store procedures
- maintains display areas and replenishes stock as required according to store procedures
- performs correct manual handling, storage and display techniques according to:
 - stock characteristics
 - industry codes of practice
 - WHS regulations
 - food safety practices.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- food preparation equipment
- ticketing equipment
- products for preparation and display
- display materials and props

- cleaning equipment and materials
- relevant documentation, such as:
 - store policy and procedures manuals
 - WHS
 - industry codes of practice and relevant legislation
 - manufacturer instructions or operation manuals for electronic ticketing equipment.

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.

Legislative requirements may include:

- food safety regulations
- OHS
- pricing procedures, including GST requirements
- manual handling
- waste disposal
- environmental protection
- industry codes of practice.

Store policy and procedures in regard to:

- preparation, cooking, arrangement, presentation, handling and storage of fast food items
- maintenance and cleaning of equipment and working areas.

Equipment, utensils and implements may include:

- protective clothing
- tongs, spoons and spatulas
- knives and slicers
- cooking equipment, such as deep fryers, ovens, grills and cooktops.

Store ***menu range*** may include:

- salads
- sandwiches
- hamburgers, meat, poultry
- delicatessen goods
- pizzas
- seafood
- coated or battered items
- drinks
- desserts.

Handling requirements may vary according to stock characteristics, including:

- perishable items
- cooked or uncooked items
- items requiring defrosting or freezing
- separating items to enhance presentation and to prevent cross-contamination and spoiling
- items requiring chilling or heating
- wet or dry items.

Package may include:

- plastic containers
- polystyrene trays
- plastic wrap
- plastic bags
- paper wraps and bags.

Display and storage units may include:

- heaters
- ovens
- bain-maries
- rotisseries
- freezers
- refrigerated units or coolrooms
- display fixtures, bins and cabinets
- self-serve.

Corrective action may include:

- return to supplier
- disposal
- report to supervisor or manager.

Labels and tickets may be provided or produced:

- electronically
- manually.

Label and ticket details may include:

- Australian Product Number (APN)
- name and address of vendor
- description of product
- price, ingredients, use-by date or shelf life and nominal weight
- recommended storage procedures
- recommended intended use
- nutritional information.

Store labelling and pricing policy may include:

- pricing gun
- shelf tickets
- shelf talkers
- written or electronically produced labels
- bar coding
- price boards
- header boards.

Load-bearing and load limit capacity may include:

- weight-bearing capacity
- temperature maintenance.

Deterioration of product may include:

- contamination
- product life or use-by date
- crushing
- over heating
- drying out.

Appropriate personnel may include:

- team leader
- supervisor
- manager.

Unit Sector(s)

Retail

Competency field

Merchandising