



Australian Government

TLII2015 Operate the on-train buffet car

Release: 2

TLII2015 Operate the on-train buffet car

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to operate the on-train buffet car in accordance with regulatory and workplace requirements.

It includes preparing and providing takeaway food and beverages, maintaining and controlling stock, serving customers and carrying out required financial control procedures.

People achieving competence in this unit will need to fulfil the applicable state/territory legislated rail safety requirements and to comply with relevant codes of practice and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when operating an on-train buffet car, as part of workplace activities in the rail transport and allied industries.

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

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Prepare and provide takeaway food and beverages

1.1 Food and beverage items are prepared and presented to passengers in a form consistent with workplace procedures and manufacturer instructions

1.2 Hazards are identified, risks are assessed and control measures are implemented

1.3 Stock is checked for spoilage and expiry dates on a regular basis in accordance with workplace procedures

1.4 Out-of-date stock is disposed of in accordance with workplace procedures

2 Maintain and control stock

2.1 All stock is stored in accordance with workplace procedures and relevant health regulations

2.2 Stock is rotated on a regular basis in accordance with workplace procedures, and food regulations and guidelines

2.3 Food that does not meet health requirements is disposed of in accordance with workplace procedures and regulatory requirements

3 Serve customers

3.1 Customer requirements are ascertained using appropriate inquiries in a courteous manner

3.2 Correct product and pricing information is clearly displayed

3.3 Specials are promoted and sales opportunities are identified and optimised

4 Complete financial control procedures

4.1 Financial transactions are accurately carried out in accordance with regulatory requirements and workplace procedures

4.2 Financial reconciliation is carried out as required

4.3 Cash is securely handled and stored in accordance with workplace procedures

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit Mapping Information

This unit replaces and is equivalent to TLII2015A Operate the on-train buffet car.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>