



**Australian Government**

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

# **TLII2015A Operate the on-train buffet car**

**Release: 1**

## **TLII2015A Operate the on-train buffet car**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to operate the on-train buffet car in accordance with regulatory and workplace requirements including preparing and providing take-away food and beverages; maintaining and controlling stock; serving customers; and carrying out required financial control procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes 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.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **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. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1 Prepare and provide take-away food and beverages</b>	1.1 Food and beverage items are prepared and presented to passengers in a form consistent with workplace procedures and equipment manufacturers instructions 1.2 Stock is checked for spoilage and expiry dates on a regular basis following workplace procedures 1.3 Out-of-date stock is disposed of in accordance with workplace procedures
<b>2 Maintain and control stock</b>	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 line with workplace procedures and food regulations and guidelines 2.3 Food which does not meet health requirements is disposed of workplace procedures and regulatory requirements
<b>3 Serve customers</b>	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
<b>4 Carry out financial control procedures</b>	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

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

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

#### Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for operating an on-train buffet car
- Workplace knowledge requirements relevant to operating an on-train buffet car, including: relevant product knowledge, pricing structures, consumer laws and trade practice requirements, and health and hygiene regulations

## REQUIRED KNOWLEDGE AND SKILLS

- Equipment, and materials used when operating an on-train buffet car, and precautions and procedures that should be followed in their use
- Problems that may occur when operating an on-train buffet car and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when operating an on-train buffet car

### Required skills:

- Communicate and negotiate effectively with others when operating an on-train buffet car
- Read and interpret instructions, procedures, information and labels relevant to the operation of an on-train buffet car
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of an on-train buffet car
- Operate electronic communication equipment to required protocol
- Carry out relevant calculations and cash transactions
- Work collaboratively with others when operating an on-train buffet car
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating an on-train buffet car in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations when operating an on-train buffet car
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of an on-train buffet car
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Serve customers
- Select and use relevant equipment and food stock when operating an on-train buffet car
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor performance of buffet equipment and take appropriate action if required
- Maintain and control stock
- Select and use required personal protective equipment conforming to industry and OH&S standards

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

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

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

#### **Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

## 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.

- Work may be conducted:
- by day or night
  - in a range of work environments
  - in restricted spaces
  - in exposed conditions
- Work may involve:
- exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
- Equipment may include:
- cash register
  - refrigeration equipment
  - cooking equipment
  - microwave
  - kitchen utensils
  - bain-marie
  - coffee machines
- Food may include:
- sandwiches
  - pies
  - sausage rolls
  - snack food
  - soft drinks
  - confectionery
- Consultative processes may involve:
- customers
  - other workplace personnel
  - supervisors and managers
  - official representatives
- Communication in the work area may include:
- phone
  - fax
  - email/internet
  - electronic data interchange (EDI)
  - radio
  - oral, aural or signed communications
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or

## RANGE STATEMENT

- Applicable regulations and legislation may include:
- guidelines
  - work instructions, job description and induction materials
  - manufacturers specifications for equipment
  - relevant OH&S and environmental protection requirements and policies
  - relevant codes of practice and regulations including health and hygiene requirements
  - stock control and audit requirements
  - award, enterprise bargaining agreement and other industrial arrangements
  - customer service and quality assurance procedures
  - emergency procedures
  - applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
  - relevant state/territory OH&S legislation
  - workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
  - workers compensation regulations

## Unit Sector(s)

Not Applicable

## Competency Field

**Competency Field** I - Customer Service