



Australian Government

Department of Education, Employment and Workplace Relations

HLTFS206C Carry out cafeteria operations

Release: 1

HLTFS206C Carry out cafeteria operations

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to take and process food and beverage orders, handle cash and prepare product displays in a cafeteria environment

Application of the Unit

Application

Work will usually be performed within a prescribed range of functions involving known routines and procedures

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite unit

This unit must be assessed after successful achievement of pre-requisite:

- HLTFS207C Follow basic food safety practices

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Take and process orders

- 1.1 Taken and process orders promptly and accurately
- 1.2 Check product and brand preferences in a courteous manner
- 1.3 Give customers advice on product selection
- 1.4 Maintain a helpful and attentive approach to customers

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 2. Handle payment and carry out cash control procedures | 2.1 Receive and accurately check cash for float |
| | 2.2 Open and close cash register using manufacturer specifications |
| | 2.3 Use cash register according to standard enterprise procedures |
| | 2.4 Issue <i>receipts</i> according to standard enterprise procedures |
| | 2.5 Deal with customer queries to their satisfaction |
| | 2.6 Carry out reconciliation of takings accurately and report errors to supervisor |
|
 | |
| 3. Prepare <i>product</i> displays | 3.1 Display products attractively and practically, using manufacturer's and enterprise's recommended carton display techniques |
| | 3.2 Group products logically for displays |
| | 3.3 Display products appropriately according with temperature controls |
|
 | |
| 4. Advise customers and promote products | 4.1 Promote house specials and create and utilise sales opportunities |
| | 4.2 Acknowledge customers promptly |
| | 4.3 Make recommendations to customers and assist with purchases in a courteous manner |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

REQUIRED SKILLS AND KNOWLEDGE

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- OHS work practices relevant to the specific workplace and according to relevant state/territory/national legislation
- Safe food handling practices

Essential skills:

It is critical that the candidate demonstrate the ability to

- Process order efficiently and correctly
- Accurately manage cash transactions
- Display products effectively
- Maintain and increase customer base

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply problem solving skills - the ability to use available resources and prioritise workload
- Demonstrate basic interpersonal skills to assist development of effective customer relationships
- Demonstrate basic selling and cash handling skills
- Use literacy, numeracy and oral communication skills required to fulfil the position in a safe manner as specified by the health care facility

Evidence Guide

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.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of workplace situations

Context of and specific resources for assessment:

- Assessment should replicate workplace conditions as far as possible
- Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible
- Resources essential for assessment include:
 - Relevant policies and procedures manuals
 - Organisation charts
 - Floor plans
 - Instructions for the use of equipment
 - Specific instructions for staff

Method of assessment

- Observation in the work place (if possible)
- Written assignments/projects
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning
- Role play simulation

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

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. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Cash register operations may be either manual or electronic and may include:*
- Enterprise procedures for cash register operations ie cash handling, credit card and/or EFTPOS procedures

- Receipts may include:*
- Cash register printed statement
 - Hand written note
 - Credit card duplicate copy
 - EFTPOS statement

RANGE STATEMENT

Products may include:

- Fresh food items
- Pre-packed food items
- Beverages

Unit Sector(s)

Not Applicable