



**Australian Government**

# **SIRXPDK002 Advise on food products and services**

**Release: 1**

# SIRXPDK002 Advise on food products and services

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers about fresh food and food products, including convenience foods.

This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry and business contexts that sell food products. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

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

## Pre-requisite Unit

Nil

## Competency Field

Product Knowledge

## Unit Sector

Cross-Sector

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Develop food product and service knowledge.

### PERFORMANCE CRITERIA

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

- 1.1. Identify and access sources of information on organisational food products and services, and relevant handling and storage requirements.
- 1.2. Interpret information about availability and features of food products and services.
- 1.3. Share information with team members as required.
- 1.4. Identify and use opportunities to update knowledge for the food product and service range.

- |                                  |                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Respond to customer requests. | 2.1. Answer customer questions about food products and services with current and accurate information.<br>2.2. Use questions to clarify customer information needs.<br>2.3. Explain product and service details using clear communication.<br>2.4. Source additional information when answer to customer request is unknown or refer to relevant colleagues. |
| 3. Enhance information provided. | 3.1. Identify situations where additional information may assist the customer.<br>3.2. Advise on alternative products or services that may meet customer needs when requested item is not available<br>3.3. Recommend complementary products, specials, new lines and seasonal promotions to customers.                                                      |

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

### SKILLS

### DESCRIPTION

Numeracy skills to:

- interpret pricing information.

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

# **Assessment Requirements for SIRXPDK002 Advise on food products and services**

## **Modification History**

Not applicable.

## **Performance Evidence**

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- access and interpret information on four different food products or services
- respond to four different customer inquiries for food product or service information that individually or cumulatively require provision of information on all of the following:
  - features and benefits
  - price
  - nutritional value
  - label interpretation
  - handling and storage for perishable items
  - alternative products or services
  - complementary products or services.

## **Knowledge Evidence**

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this:

- organisational policies and procedures for:
  - interactions with customers
  - product or service pricing
  - product service quality (from suppliers and to customers)
- basic key aspects of legislation that impact provision of information and sale of the food product or service range:
  - Australian Consumer Law
  - food safety legislation
- organisational food safety program as it relates to the provision of information and sale of food products
- interpersonal communication techniques:
  - active listening and questioning
  - communication methods which convey information clearly and concisely
- different types and forms of food products and their features
- different types of food services offered in a retail context, and their features

- product and service information for the food product and service range:
  - availability
  - characteristics and benefits, including basic nutritional information
  - origins
  - seasonality of fresh produce
  - shelf-life and use-by date
  - food product labelling and how to interpret
  - price
  - handling and storage requirements for perishable items
  - alternative products and services
  - complementary products and services.

## Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated retail work environment.

Assessment must ensure access to:

- food stock or food services
- sources of product information
- documentation:
  - current plain English regulatory documents distributed by government regulators outlining basic aspects of legislation that impact provision of information and sale of the food
  - organisational policies and procedures
  - pricing information
- customer order forms
- customers; these can be:
  - customers in a retail industry workplace who interact with the individual during the assessment process
  - individuals who participate in role plays or simulated activities set up for the purpose of assessment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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