



Australian Government

Department of Education, Employment and Workplace Relations

SIRRRPK003A Advise on fast food products

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 develop and apply product knowledge to provide advice to customers with regard to fast food products.

Application of the Unit

This unit applies to frontline service personnel. It requires developing product knowledge regarding a variety of fast food products according to store policy and product range and providing advice to customers on products and services.

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.

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|--|---|
| 1. Identify product range and develop product knowledge. | 1.1. Develop <i>product knowledge</i> by accessing <i>relevant sources of information</i> . |
| | 1.2. Identify store fast food <i>product range</i> . |
| | 1.3. Convey <i>product information</i> to <i>other staff members</i> as required. |
| 2. Recommend fast food products. | 2.1. Apply product knowledge to advise <i>customers</i> on available menu items. |
| | 2.2. Provide product information for customers on request. |
| | 2.3. Recommend complementary products, specials, new lines and seasonal promotions to customers according to store policy. |
| 3. Advise on fast food services. | 3.1. Promote, quote on and arrange store <i>food services</i> to meet <i>customer requests</i> according to <i>store policy and procedures</i> . |

Required Skills and Knowledge

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

Required skill

The following skills must be assessed as part of this unit:

- interpreting store and industry manuals and documentation (paper-based or computerised)
- interpersonal communication skills to:
 - apply product knowledge by providing information and advice to customers and staff
 - make recommendations and advise on services through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- researching product information
- literacy skills in regard to:
 - reading and understanding product information
 - reading and understanding store policy and procedures
 - recording information
- numeracy skills in regard to pricing and estimation of quantities.

Required knowledge

The following knowledge must be assessed as part of this unit:

- store policy and procedures in regard to:
 - the sale of fast food items
 - quality policy to customers and suppliers
 - allocated duties and responsibilities
 - interaction with customers
- current fast food services available to customers
- specialist product knowledge, including:
 - specialised products
 - corresponding benefits of various products
 - shelf life and use-by dates
 - storage requirements
 - ingredients or materials contained in products
 - features and use of products
 - corresponding or complementary products and services
 - stock availability
- procedures for taking customer orders
- food safety programs

- buying and ordering procedures
- pricing procedures, including GST requirements
- relevant WHS requirements
- relevant legislation and statutory requirements
- 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, which comply with consumer law and legislative requirements regarding the sale of fast food items
- consistently applies product information contained in store manuals and manufacturer product labels when providing advice to customers
- consistently applies store policy and procedures and industry codes of practice in regard to customer service and selling products and services
- develops, maintains and conveys product knowledge to other staff as required
- applies detailed, specialised product knowledge to provide accurate advice according to customer requirements.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail environment
- sources of product information
- suitable merchandise
- relevant documentation, such as store policy and procedures manuals.

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
- answers to questions about specific skills and knowledge
- 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.

- Product knowledge*** may include:
- product identification
 - store cooking methods and recipes
 - sauces and accompaniments
 - composition of finished product
 - quantities required
 - nutritional aspects
 - handling and storage.
- Relevant sources of information*** may include:
- store or supplier product manuals
 - videos, DVDs and multimedia
 - product demonstrations
 - labels
 - store tours
 - internet.
- Product range*** may include:
- a particular food area
 - a variety of fast food products, such as:
 - seafood, fish
 - coated or battered items
 - delicatessen goods
 - sandwiches
 - hamburgers, meat, poultry
 - pizzas
 - drinks
 - salads
 - desserts
 - promotional items.
- Product information*** may include:
- ingredients
 - simple nutritional information
 - handling and storage
 - cooking tips from manufacturer data
 - price.
- Other staff members*** may include:
- new or existing staff
 - people with varying levels of language and literacy
 - people from a range of cultural, social and ethnic backgrounds.
- Customers*** may include:
- new or repeat contacts
 - external and internal contacts

- business customers or individuals
 - customers with routine or special requests
 - people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
- Food services*** may include:
- special occasion catering
 - boardroom catering
 - food delivery services
 - cook-to-order services
 - seasonal promotions.
- Customer requests*** may vary according to:
- preferences
 - health factors
 - cultural group
 - dietary issues
 - price.
- Store policy and procedures*** in regard to:
- selling fast food products and services
 - interaction with customers
 - quality assurance
 - ordering food products
 - processing customer orders.

Unit Sector(s)

Retail

Competency field

Product Knowledge