



Australian Government

SITHFAB016 Provide advice on food

Release: 1

SITHFAB016 Provide advice on food

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide accurate information and advice on different menu options. It requires the ability to evaluate organisational menu items, provide advice to customers on their menu selection, contribute to menu design, and continuously extend personal product knowledge of food and cuisines.

The unit applies to hospitality organisations that serve food, including hotels, restaurants, cafes, wineries, fine food outlets and clubs.

It applies to food and beverage attendants who operate with some level of independence and under limited supervision to provide advice to others about menu selection.

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

Pre-requisite Unit

Nil

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Research information on food.

PERFORMANCE CRITERIA

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

- 1.1. Identify sources of information on food.
- 1.2. Develop current knowledge of food to provide informed customer advice.
- 1.3. Evaluate the characteristics of organisational menu items using sensory evaluation techniques.

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| 2. Advise customers on menu items. | <ul style="list-style-type: none">2.1. Provide accurate information on different menu options.2.2. Discuss methods of cooking and different culinary styles in clear and simple language.2.3. Respond correctly and in a professional manner to customer questions on menu items.2.4. Provide information and advice on menu items in response to special dietary requirements and in line with business considerations.2.5. Offer variations to menu items in response to customer preferences and dietary requirements.2.6. Assist customers with menu selections according to taste, price preferences and other specific needs. |
| 3. Contribute to menu development. | <ul style="list-style-type: none">3.1. Discuss and contribute to content of menus with appropriate managers.3.2. Suggest a variety of menu items at different cost points to reflect the type of food outlet.3.3. Provide information on customer feedback and preferences.3.4. Nominate preferences of particular target groups.3.5. Identify bestselling menu items to contribute to organisational profitability. |
| 4. Extend and update own food knowledge. | <ul style="list-style-type: none">4.1. Conduct research to access current, accurate and relevant information about food.4.2. Identify customer taste trends based on customer contact and workplace experience.4.3. Source information on current and emerging food service trends and customer preferences.4.4. Provide informed input about food trends and menu items to support organisational activities. |

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
Reading skills to:	comprehend detailed product information, promotional material, menus, recipes and reviews about cuisines.
Writing skills to:	summarise notes on customer feedback to inform own knowledge and menu development, and record information in basic documents, information sheets and files.
Oral communication	interact effectively with diverse customers to listen to their

- skills to: preferences, discuss menu items using language appropriate to their knowledge, and provide advice about food selections.
- Learning skills to:
 - review own knowledge of foods and food service trends and participate in activities that continuously update it.
- Problem-solving skills to:
 - recognise customer preferences and adjust advice to take account of them.

Unit Mapping Information

SITHFAB309 Provide advice on food

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITHFAB016 Provide advice on food

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:

- discuss the characteristics of each of the major food types listed in the knowledge evidence with at least three different customers
- demonstrate the correct application of each of the following sensory evaluation techniques to evaluate food:
 - smell or nose appraisal
 - taste appraisal
 - visual appraisal
- provide current, accurate and relevant advice to each of the above customers on their selection to meet different taste and price preferences
- maintain and continuously extend personal food and menu knowledge to enhance workplace activities.

Knowledge Evidence

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

- major food types and their characteristics:
 - appetisers
 - cheeses
 - fruits and vegetables
 - meat, fish and seafood
 - salads
 - sauces and accompaniments
 - soups
 - sweets and desserts
- information relating to the above major food types:
 - ingredients
 - major suppliers
 - methods of preparation, cooking and production
 - origins and cultural background and issues
 - presentation styles

- service styles
- suitability for different customers
- typical or suitable accompaniments and garnishes
- past, current and emerging trends in the Australian food industry:
 - contemporary eating habits
 - cultural and ethnic influences
 - major events and festivals
 - media influence
 - seasonal and popular influences
- current information on:
 - food and beverage festivals
 - market trends
 - organisation:
 - menus and specials
 - promotional activities
 - trends
 - promotional activities
 - seasonal produce
 - typical foods and wines of the local area
- meaning of:
 - drug-food interactions
 - food allergy
 - food intolerance
 - genetically modified foods
- organisational activities for which knowledge of major food types is required:
 - conducting product tastings
 - providing product advice and selling food to customers
 - selecting or assisting with selection of products from suppliers
 - writing or providing input into menus
- groups that have specific dietary requirements to be considered:
 - athletes
 - health care customers
 - infants, children and adolescents
 - international tourists
 - older people
 - people from different socio economic groups
 - people from specific cultural or religious groups
 - students
 - those with particular nutritional interests
 - young people

- business considerations in the provision of information and advice on food:
 - current stock
 - profitability requirements
 - responsible service of alcohol
 - stock availability
 - supplier arrangements
- formal and informal research methods to extend and update knowledge:
 - attending trade shows
 - attending food tastings
 - joining associations and industry bodies
 - reading general and trade media and supplier information
 - reading food reference books
 - talking to chefs, cooks, other food personnel and product suppliers
 - using the internet
- key health and legal consequences of failing to address special dietary requirements
- primary components of Dietary Guidelines for Australians, in particular those for older Australians, children and adolescents.

Assessment Conditions

Skills must be demonstrated in an operational restaurant or food and beverage outlet. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- stock:
 - ingredients to prepare meals from all the major food types and for entrees, main courses, accompaniments, desserts and cheeses
- Dietary Guidelines for Australians
- organisational specifications:
 - current food and cuisine product information in:
 - descriptive menus
 - recipes
 - media reviews
 - information databases
 - promotional information
 - food menus
- kitchen staff with whom the individual can interact
- industry-realistic ratio of service staff to customers; these can be:

- customers in an industry workplace during the assessment process; or
- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>