



**Australian Government**

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

# **SITHCCC031A Operate a fast food outlet**

**Revision Number: 1**

## **SITHCCC031A Operate a fast food outlet**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to prepare and serve a limited range of food and menu items in a catering operation or small outlet in various venues in the hospitality and tourism industry. Food and menu items are limited and defined and include fast food or specific and routine meals such as breakfasts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Application of the Unit**

#### **Application of the unit**

This unit applies to those working in catering enterprises where fast food or a limited range of food items are prepared and served, such as those at attractions, theme parks, events, sporting venues, kiosks and small food outlets. It may also apply to other catering operations, such as canteens, cafeterias and institutions where food is prepared and served. Those undertaking this role work under supervision and usually are part of a team.

### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

### Prerequisite units

This unit must be assessed after the following prerequisite unit:  
SITXOHS002A Follow workplace hygiene procedures

## Employability Skills Information

### Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## 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. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |                        |                                                                                                                                      |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| 1 Prepare for service. | 1.1 Review menu or product list to determine required food items for <b><i>food outlet</i></b> .                                     |
|                        | 1.2 Check quantities and quality of products and <b><i>fast food</i></b> items and restock where necessary.                          |
|                        | 1.3 Carry out <b><i>mise en place</i></b> to ensure sufficient and appropriate food items are prepared in order to commence service. |

**ELEMENT****PERFORMANCE CRITERIA**

- 1.4 Complete mise en place in an efficient and timely manner before service commences.
  - 1.5 Meet ongoing requirements for additional food items at an appropriate time.
  - 1.6 Display service area and food items in a clean, hygienic and attractive manner.
  - 1.7 Check that personal presentation and hygiene requirements are met and maintained throughout service.
  - 1.8 Carry out mise en place and cooking according to safety and hygiene requirements.
- 
- 2 Serve customers.
    - 2.1 Determine and meet customer requirements in terms of speed of service, quantity, quality, additions and modifications to standard recipes and special requirements.
    - 2.2 Use customer service skills to provide polite, efficient and effective service to customers and colleagues.
    - 2.3 Provide assistance to customers in selection of food items where required and provide information about certain substances in food that may cause harm to some individuals according to enterprise procedures and regulatory requirements.
    - 2.4 Employ selling skills according to enterprise practices where required.
    - 2.5 Operate equipment in a safe manner according to manufacturer instructions and principles of OHS.
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- 3 Cook and prepare food.
    - 3.1 Select and use appropriate **equipment** correctly and safely for particular cooking methods.
    - 3.2 Select and assemble correct ingredients according to enterprise practices.
    - 3.3 Employ appropriate **cooking methods** according to enterprise procedures.
    - 3.4 Heat foods requiring reheating at the correct temperature for the required length of time, according to enterprise practices and food safety principles.
    - 3.5 Organise work in consultation with other team members where appropriate, to ensure that food is prepared or

| ELEMENT                         | PERFORMANCE CRITERIA                                                                                   |
|---------------------------------|--------------------------------------------------------------------------------------------------------|
|                                 | cooked in a timely manner and ongoing customer service is provided.                                    |
|                                 | 3.6 Use portion control in order to minimise waste.                                                    |
| 4 Present food.                 | 4.1 Present food items attractively without drips or spills and according to enterprise requirements.  |
|                                 | 4.2 Portion food according to enterprise standards.                                                    |
|                                 | 4.3 Present food in appropriate hot or cold storage or presentation equipment.                         |
| 5 Store food.                   | 5.1 Store food in the correct manner according to principles and practices of hygiene and food safety. |
|                                 | 5.2 Monitor, account for and reorder stock when required.                                              |
| 6 Clean and maintain equipment. | 6.1 Maintain equipment according to manufacturer instructions.                                         |
|                                 | 6.2 Clean equipment as required before, during and after completion of service.                        |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

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

- a range of basic cooking skills for fast foods, including a selection appropriate to the enterprise from:
  - hot plate
  - reheating
  - microwaving
  - baking
  - roasting
  - boiling
  - chargrilling and barbecuing
- waste minimisation techniques and environmental considerations in relation to the operation of a fast food outlet
- safe work practices as required by OHS legislation and guidelines
- problem-solving skills to deal with minor problems such as shortages of food items, difficult customers, burnt or undercooked food, and poor quality commodities
- customer service and communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- literacy skills to read instructions, menus, recipes, task sheets and instructions and to write labels
- numeracy skills to add up bills and calculate quantities or portions required.

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

- principles and practices of personal and food hygiene and regulatory requirements related to food safety
- product knowledge of range of food offered.

## 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

## EVIDENCE GUIDE

Guidelines for this Training Package.

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

Evidence of the following is essential:

- application of hygiene and safety principles and procedures
- ability to organise and prepare a range of foods efficiently and within realistic industry timeframes
- preparation of food items for customers on more than one occasion and within industry-realistic time constraints.

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

Assessment must ensure:

- demonstration of skills in a fast food environment that contains sufficient and appropriate food service and cooking equipment for the preparation and service of fast food items to reflect commercial operating practice, including:
  - tools and utensils, such as scrapers, tongs, ladles, seasoning shakers, metal spoons and bowls
  - cooking equipment, such as microwaves, deep-fryers, hot plates, rotisseries, pans, urns, bains marie and food warmers
  - refrigeration and storage facilities
  - cash handling and storage facilities, including cash registers
- use of authentic ingredients.

## EVIDENCE GUIDE

### 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:

- direct observation of the candidate preparing, cooking and serving food items
- sampling of items prepared by the candidate
- inspection of a fast food service area set up and operated by the candidate
- written or oral questions to test knowledge of hygiene and OHS issues related to cooking and serving fast food
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHCCC001B Organise and prepare food

SITHCCC002A Present food

SITHCCC004B Clean and maintain kitchen premises

SITHCCC007A Prepare sandwiches.

### Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work

## RANGE STATEMENT

environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

***Food outlet*** may include:

- food courts
- counters in canteens and cafeterias
- mobiles
- trays
- stands
- carts or caravans.

***Fast food*** refers to food that has been prepared off site and requires re-thermalising, and to simple food items that require basic cooking or preparation techniques, and may include:

- fairy floss
- hot dogs
- pizza
- fish and chips
- hamburgers
- fried chicken
- sandwiches
- salads
- sushi
- souvlaki and doner kebabs
- noodles and pasta
- pre-prepared soups
- ice-cream and shakes
- pies
- breakfast items such as bacon and eggs, sausages, grilled tomatoes, toast and pre-prepared croissants or other bakery items.

***Mise en place*** refers to basic preparation before service, including:

- assembling and preparing ingredients for menu items
- cleaning, peeling and slicing fruit and vegetables
- preparing simple food items such as salads, sandwiches, garnishes, coatings and batters
- selection and handling (thawing, reconstituting, regenerating and re-thermalising) of portion-controlled and convenience products
- display of goods in appropriate storage facility.

## RANGE STATEMENT

**Equipment** may include:

- utensils
- cutlery
- microwaves
- deep-fryers
- hot plates
- rotisseries
- pans and urns
- bains marie
- food warmers.

**Cooking methods** may include deep-frying and grilling and an appropriate selection from the following, according to enterprise requirements:

- hot plate
- reheating
- microwaving
- baking
- roasting
- boiling
- chargrilling and barbecuing.

## Unit Sector(s)

**Sector**

Hospitality

## Competency field

**Competency field**

Commercial Cookery and Catering