



Australian Government

Department of Education, Employment and Workplace Relations

SITHCCC039B Prepare tenders for catering contracts

Revision Number: 1

SITHCCC039B Prepare tenders for catering contracts

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare tenders for catering contracts.

Tenders may relate to contracts for one-off events or for the longer term provision of catering services.

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 all catering operations where food and related services are provided such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. The role could be undertaken by senior operating personnel, marketing coordinators, supervisors or managers within catering operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite unit:
SITXADM003A Write business documents.

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 Clarify requirements of catering tenders. | 1.1 Interpret <i>contents of the tender brief</i> and assess in terms of the organisation's capacity to meet stated requirements. |
| | 1.2 Identify and plan action required for development of the tender submission. |
| | 1.3 Identify fixed and variable costs within the brief. |
| | 1.4 Undertake liaison with the customer to clarify |

ELEMENT**PERFORMANCE CRITERIA**

requirements where appropriate.

- | | | | |
|---|--|-----|---|
| 2 | Develop details for inclusion in tender. | 2.1 | Develop proposed products and outcomes to meet tender requirements, including menus, food and beverage specifications, style of service, theme and decor. |
| | | 2.2 | Develop proposed <i>operational details</i> to meet tender requirements. |
| | | 2.3 | Develop accurate costings for all proposed products and services. |
| | | 2.4 | Develop options to meet and where possible exceed the expectations of the customer. |
| | | 2.5 | Evaluate possible competitors and develop appropriate strategies to address competitive issues. |
| | | | |
| 3 | Prepare tender documents. | 3.1 | Prepare tender documents within the designated timelines according to requirements of the brief. |
| | | 3.2 | Present tender documents in a format that maximises the use of presentation and promotional techniques. |

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:

- presentation techniques for tender documents
- problem-solving skills to deal with inability to access services or products or to work out least expensive options
- literacy skills to read information about an event or catering operation and costings
- numeracy skills to calculate costs for the tender.

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

- components typically required for catering tenders and detailed knowledge of the operational and cost issues associated with each of those components
- quality assurance issues related to catering tenders.

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.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare a tender document for a specific commercial catering contract, including effective assessment of the brief, coordination of tender details, accurate and profitable costing and professional presentation
- knowledge of typical requirements and formats for catering tender documents.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- project or work activities that allow the candidate to prepare a fully-costed tender for a specific catering contract in a competitive bidding environment.

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:

- review of tenders prepared by candidate for a particular event or catering contract
- case studies to assess ability to develop options to meet differing tender briefs
- review of reports prepared by the candidate detailing the major issues and factors to be considered when preparing tenders for catering contracts
- 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:

SITHCCC038B Plan catering for an event or function.

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

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.

Contents of the tender brief may include details of:

- services required
- style of service
- customers or audience
- budget requirements
- legal responsibilities of the contractor
- legal responsibilities of the principal
- operational and financial management requirements.

Operational details must include:

- staffing
- transport
- stock control
- equipment and resources
- security and emergency plan
- plans for recycling and correct and environmentally sound disposal of kitchen waste and hazardous substances.
- facilities management approaches.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Commercial Cookery and Catering