

## Prepare and clear areas for counter/take-away service

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### Overview

This standard covers the skills and knowledge needed to prepare and clear areas for counter/take-away service.

You will need to understand how to and show you can prepare work areas and service equipment, and display promotional materials and food. You will also need to understand and show you can clear these areas, including switching off service equipment, storing condiments, and disposing of rubbish.

This standard is for you if you work in food operations and the associated supply operations and if you are involved in counter or take-away services.

## Prepare and clear areas for counter/take-away service

**Performance criteria**

You must be able to:

**Prepare areas for counter/takeaway service**

1. check that the work area and service equipment are hygienic, free from damage and prepared ready for use in compliance with company and hygiene regulations
2. check that sufficient stocks of service items are clean, free from damage and arranged ready for service in compliance with company and hygiene regulations
3. switch on appropriate service equipment in time to reach the recommended operating temperature
4. prepare and display condiments and accompaniments ready for service
5. display promotional materials ready for customer use
6. check that refuse and waste food containers comply with food safety and hygiene regulations and are ready for use
7. display food and drink before service, in line with operational procedures and within agreed timescales

**Clear areas for counter/takeaway service**

8. deal with service equipment according to your workplace procedures
9. assemble for cleaning or store any reusable service items from the food service
10. store condiments and accompaniments for future use in line with food hygiene legislation
11. dispose of rubbish, used disposables and waste food following recommended procedures
12. check that the work area and service equipment are clean, free from damage and ready for future use

## Prepare and clear areas for counter/take-away service

**Knowledge and understanding**

You need to know and understand:

1. safe hygienic working practices when preparing take-away areas for counter/take-away service and why these are important.
2. why waste must be handled and disposed of in compliance with company procedures
3. why presentation standards must be maintained in the display of food and drink
4. how to display hot and cold food safely and why this is important
5. why it is important to check expiry dates on appropriate food and drink items
6. why all promotional materials should be checked before use
7. why it is important to have the correct serving equipment available for service
8. the types of unexpected situations that may occur when preparing areas and how to deal with these
9. safe and hygienic working practices when clearing areas for counter/take-away and why these are important
10. why certain electrical and gas equipment should be turned off after service
11. why all perishable food and drink items should be returned to the kitchen and storage area immediately after service
12. why all service areas should be left clean after service
13. the types of unexpected situations that may occur when clearing areas and how to deal with these

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