

Provide a counter/take-away service

Overview

This standard covers the skills and knowledge needed to provide a counter/take-away service.

You will need to understand how to and be able to take customers' orders and serve food and drink on a counter or takeaway basis. You will also need to understand how to and show you can maintain the counter and service areas, with items such as trays and utensils, and display food and drink items in accordance with company procedures.

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.

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Performance criteria

You must be able to:

Serve customers at the counter

1. give your customers information that meet their needs and promotes your organisation's products and services
2. find out what your customers require, and if necessary tell them about any waiting time
3. process the order within agreed timescales
4. serve food and drink items at the recommended temperature
5. check that there are appropriate condiments and accompaniments available for your customers

Maintain counter and service areas

6. keep your work area tidy, hygienic and free from rubbish and food debris during service
7. maintain enough stocks of clean service items
8. restock with food and drink items when necessary
9. display and store food and drink items in line with requirements
10. clear the work area of used and unrequired service items at the appropriate times
11. dispose of rubbish, used disposable items and food debris during service

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Knowledge and understanding

You need to know and understand:

1. safe and hygienic working practices for serving customers at the counter and why these are important
2. why it is important to use separate serving equipment for each food item
3. why food and drink items must be served at the correct temperature
4. why portions must be controlled when serving customers
5. why information given to customers must be accurate
6. the types of unexpected situations that may occur when serving customers and how to deal with these
7. safe and hygienic working practices for cleaning and why these are important
8. why food that is prepared first should be served first
9. why counter service preparation areas and dining areas must be kept tidy and free from rubbish and food debris throughout service
10. why waste must be handled and disposed of in compliance with food safety and hygiene regulations
11. why a constant stock of service items should be maintained
12. the types of unexpected situations that may occur when clearing away and how to deal with these

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