Process orders for goods in food and drink operations

Overview	This standard covers the skills and knowledge needed to process orders for goods in food and drink operations.
	Processing orders for goods covers taking requests from customers for goods and doing everything necessary to meet these requests, apart from physically picking out and despatching the goods.
	This standard is for you if you work in food and drink operations and the associated supply operations and are involved in processing customer orders.

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Performance criteria

You must be able to:

Check the availability of goods for orders

1. find out what the customer wants through appropriate questions
2. identify the goods that will meet the customer's requirements
3. check with the customer that the goods are satisfactory
4. find out who can supply the goods
5. give the customer information about the goods

Process customer orders

6. check the customer's identity and credit status
7. offer to order goods the customer requires which are not in stock
8. pass on the order to the people who are responsible for fulfilling it
9. give the invoicing information to the people who will issue the invoice
10. report to your manager if you cannot complete an order
11. tell the customer in a manner that complies with company procedures if their order cannot be delivered within the agreed timescale
12. store customer's details in accordance with company policies and procedures and only show them to people who have a right to see them

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Knowledge and understanding

You need to know and understand:

1. how to ask the right questions to find out exactly what the customer wants
2. how to check that there is enough stock to fulfil the order
3. which items are held in stock and which are available by order
4. how to order stock to fulfil customer requests
5. how to check customers' identity and credit status
6. how long orders normally take to fulfil, and what to do if it is not possible to fulfil an order in the usual time
7. the information you must give to the people who will issue the invoice
8. the importance of customer confidentiality, how to store customer's personal and financial details in accordance with data protection regulations and company policies, and who is entitled to see those details

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