

Contribute to the effectiveness of food and drink retail operations

Overview

This standard covers the skills and knowledge needed to contribute to the effectiveness of food and drink retail operations.

Contributing to the effectiveness of food and drink retail operations is important to organising basic tasks and work activity within an already planned retail schedule. It is also important to customer care and contributing to improvements in food and drink retail operations. Food and drink retail may involve one or more areas like serving customers, displaying products, preparing and selling take-away foods, serving at fast food counters or at tables.

This standard is for you if you work in food and drink operations and the associated supply operations and if you are involved in organising tasks so that part of a retail schedule can be worked through. You must also have the opportunity to identify improvements in an aspect of retail practice.

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Performance criteria

You must be able to:

Organise your own activities within food and drink retail operations

1. obtain instructions and specifications for your retail work schedule
2. organise your work activity to make the best use of resources within operational requirements
3. report any resource deficiencies to the relevant person
4. check that your retail work schedule is realistic and achievable within the constraints of the workplace
5. check that your activity meets health, safety and hygiene requirements and you use the appropriate personal protective clothing and equipment

Contribute to the improvement of food and drink retail operations

6. make a positive contribution to recognising improvements in food and drink retail operations
7. gather information about possible improvements
8. suggest improvements which are required and realistic
9. share ideas for improvements with the relevant people and react positively to feedback you receive
10. communicate your ideas in enough detail to allow further action to be agreed

Knowledge and understanding

You need to know and understand:

1. your duties under hygiene and health and safety requirements and what might happen if they are not met
2. how and where to get relevant work instructions, schedules and specifications
3. importance of organising activities within a schedule to the best results
4. how to organise work activities and alter these if there are changes in food and drink retail needs
5. how to organise work activities so that products are always at their best when they are sold
6. how, where and when to make helpful suggestions for possible improvements to food and drink retail operations
7. why continuous improvement is necessary and the benefits from it
8. how to identify the benefits from improvements in the short and long term
9. where and when to get help and advice
10. what the lines and methods of effective communication are and why it is important

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