

## Overview

This standard covers the skills and knowledge needed to assist with selling food and drink retail products.

Assisting with selling food retail products is important to the efficient running of a retail operation. It is also important to customer care.

This standard is for you if you work in food and drink operations and the associated supply operations and if you are involved in selling food and drink products.

## Performance criteria

You must be able to:

### **Assist with setting up and breaking down displays**

1. select the right products and materials for the construction of displays
2. report products and materials not available for the construction to the relevant person
3. transfer the specified quantities of products and materials intended for display to the display area at the right time
4. position the products and materials for the display in line with instructions received
5. assist with dismantling the display and carry out associated cleaning in line with the instructions received
6. transfer left over products and materials from the dismantled displays to the allocated locations
7. follow safe and hygienic working practices

### **Assist with customer service**

8. supply the required products and materials to the customer service area at the right time
9. report products and materials which cannot be supplied to the relevant person
10. transfer products and materials designated for return to storage to the allocated location
11. provide assistance with the removal of customer service area in line with organisational requirements
12. assist with the maintenance of the customer service in line with organisational requirements
13. follow safe and hygienic working practises

### **Assist with the assembly of customer orders**

14. obtain customer order details, identify and confirm the quantities, quality and types of products requested as being available
15. locate the products assigned for customer orders and collect them for assembly
16. report products which are not available for customer orders to the relevant person
17. supply details of the weight, number and class of products for customer orders to the relevant person
18. assist with the despatch of orders in accordance with instructions received
19. follow safe and hygienic working practises

## Knowledge and understanding

You need to know and understand:

1. how to dismantle displays and carry out associated cleaning
2. how to clean the product display area after use
3. what materials to put on product display areas
4. how to position products on the stand in the display
5. how to dispose of products and materials
6. how to transfer products and materials to and from display locations
7. why it is important to move products and materials to the customer service area
8. how to transport products and materials into storage
9. why products and materials assigned for storage should be transferred within agreed timescales
10. how to assist with the removal of customer purchases
11. how identify the allocated location for storing products and materials
12. how to maintain the customer service area
13. how to identify different types of products and materials
14. the range of products on offer to the customer
15. details of products on offer to the customer
16. how to despatch orders
17. how to identify different products for despatch
18. how to identify components and products, and check that they are available for despatch
19. who to check customer orders with
20. why it is important to check products are located in accordance with company procedure
21. who to supply customer order details to

Assist with selling food and drink retail products

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