
Overview

This standard covers the skills and knowledge needed to set up and maintain operations in food and drink retail manufacture.

Setting up, maintaining and understanding how to co-ordinate food and drink retail operations is important to the effective sale of products. You will need to be able to prepare for retail operations. You also need to understand how to and show you can maintain the effectiveness and efficiency of retail operations.

This standard is for you if you work in food and drink operations and the associated supply operations and if you are involved in food and drink retail operations. You may be a team leader, line manager or supervisor.

Performance criteria

You must be able to:

Prepare for retail operations

1. agree and confirm standards and targets for retail operations to meet business requirements
2. provide sufficient and relevant supervision and support to enable your team to meet specified targets and standards
3. allocate resources to check that standards and targets are met
4. allocate tasks and instruct relevant person(s) to check that standards are met

Maintain the effectiveness and efficiency of retail operations

5. monitor that standards and targets are being met
6. identify and sort out problems in retail operations within the limit of your responsibilities
7. measure work outputs and achievements against targets
8. check that all records and documentation comply with company policy

Knowledge and understanding

You need to know and understand:

1. key features of legal and operational requirements
2. standard operating procedures in respect of food and drink retail operations
3. how to set and agree targets for food and drink retail operations
4. why it is important to have cost effective food and drink retail operations
5. what action to take on variances and non-compliance in maintaining conditions
6. why it is important to work to targets and standards
7. corrective action and procedures when dealing with contingencies

Set up and maintain operations in food and drink retail manufacture

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