

## Overview

This standard covers the skills and knowledge needed to plan and co-ordinate food services.

You will need to understand how to and show you can plan and co-ordinate resources to meet anticipated demand, and monitor food and drink service operations in a retail environment. This may cover areas such as take-away service, table and tray service delivery and bake-off operations. You will need to understand how to and show you can supervise and support people to achieve objectives. You need to understand how to and use quality records and manage risk in compliance with company regulations.

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

## Performance criteria

You must be able to:

### **Plan resources to meet anticipated demand**

1. plan for sufficient resources and personnel to undertake all work activities required to meet anticipated demand
2. allocate relevant personnel with required abilities to work activities
3. confirm availability of resources required for planned and anticipated demand
4. include contingency plans, based on your review of possible difficulties, which may be encountered
5. check that your plan is in line with all legal and standard operational requirements

### **Monitor food services**

6. monitor the progress against targets and standards
7. provide supervision and support to your team to resolve difficulties and check that targets are met
8. report difficulties outside of your area of responsibility to relevant personnel
9. take corrective action where technical or material faults threaten the achievement of targets and standards
10. follow legal and standard operational requirements
11. manage risk and check that the workplace is hazard free

## Knowledge and understanding

You need to know and understand:

1. key features of legal and standard operational requirements relating to food and drink services
2. how to plan resources to meet anticipated demand
3. how to estimate and allow for contingencies
4. types of tools and equipment and how to use them in compliance with health and safety regulations
5. the development needs and abilities of relevant personnel
6. how to check on availability of materials
7. potential hazards and risks in the working environment
8. how to supervise and support people to achieve objectives
9. corrective actions within own area of responsibility
10. how to use and interpret quality records in food and drink services
11. how to develop and improve food and drink service operations

Plan and co-ordinate food services

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