

Overview

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

You will need to understand how to and show you can coordinate service of food and drink products.

This standard is for you if you work in food operations and the associated supply operations and if you work in food service operations attached to food and drink manufacturing operations and you have responsibilities for organising the food service operations of food and drink products. You may be a team leader, line manager or supervisor.

Performance criteria

You must be able to:

Prepare for food service operations

1. agree and confirm standards and targets for food service 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 used to meet standards and targets
4. allocate tasks and instruct relevant person(s) to meet standards and targets

Maintain food service operations

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

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 service operations
3. how to set and agree targets for food service operations
4. why it is important to have cost effective food service 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 food service operations in food manufacture

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