

Overview

This standard covers the skills and knowledge needed to monitor effectiveness of food service operations in food manufacture.

You will need to understand how to and show you can adapt allocation of work activities, report issues, check quality and make recommendations in food service operations.

You will need to understand the health and safety legislations affecting food service operations and show you can comply with them.

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

Performance criteria

You must be able to:

Monitor food service operations

1. monitor food service operations against targets
2. check that the quality of the products and customer service are maintained
3. adapt allocation of work activities to meet changing priorities and targets
4. report factors which are outside your own area of responsibility to the relevant people
5. make recommendations to improve food service operations to relevant people

Control risks to health and safety in the workplace

6. control risks to health and safety during food service operations, check compliance with relevant legal and standard operational requirements
7. monitor use of all tools and equipment complies with health and safety legislation to minimise risk
8. identify and take corrective action regarding potential and actual hazards in the workplace

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 and efficient 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

Monitor effectiveness of food service operations in food manufacture

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